

# Senior Policy and Projects Officer

**Salary Range:** £ 48,969 -£ 55,797

**Grade:** Level 4 Zone 2

**Location:** York Way Depot

**Reports to:** Sam Pandya



# About the role

## About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

## About the role

The Camden Accessible Travel Solutions Team and Transport Strategy Team are looking for a dynamic Senior Policy and Projects Officer to drive strategy, policy development, and service transformation across key areas within the Environment and Sustainability Directorate. As a transformational leader, you will take the initiative to identify opportunities for improvement, delivering innovative solutions that enhance services that align with Camden's 2025 vision and Camden Transport Strategy Delivery Plan 2025/26 to 2027/28. You will be forward-thinking, anticipating challenges and planning effectively to ensure projects are delivered with efficiency, impact, and a residents-first approach.

This role requires a self-starter with a passion for creating real change, managing high levels of complexity, and driving progress through collaboration, leadership, and strategic delivery. If you are ready to hit the ground running and are committed to enabling everyone in Camden to succeed by improving accessibility, sustainability, and transport outcomes, we want to hear from you.

## Role purpose:

You may lead on projects such as:

- Change Management and Service Improvement
- Decarbonisation of fleet
- Electric vehicle charging point roll out
- Digital Transformation
- Policies and Procedures
- Procurement
- Road Safety and School Travel Interventions
- Race, Equality and Diversity
- Recruitment
- Communications

# About you

The ideal candidate will have:

## Qualifications:

- A degree or equivalent experience in business projects or development.
- A recognised project management qualification e.g., PRINCE2, PMP, Agile (desirable).

## Project Delivery and Leadership:

- **Leadership and People Management:** Strong leadership skills, capable of managing diverse project teams, mentoring colleagues, and fostering a supportive working environment.
- **Strategic Planning:** Leading the development and implementation of cross-functional policies and procedures that and support long-term business objectives.
- **Change Management:** Demonstrating expertise in driving service improvements by leading high-performing teams to successfully deliver transformative initiatives, ensuring alignment with the strategic business plan and fostering a culture of continuous improvement.
- **Complex Project Handling:** Experienced in managing complex projects involving multiple stakeholders, using data and insights to inform decision-making.
- **Cross-functional Team Management:** Adept at managing cross-functional teams through collaboration, fostering a strong project team culture.
- **Project Management Expertise:** Proficient in the principles, methods, techniques, and tools for managing projects from initiation through to implementation.
- **Project Execution:** Proven track record of delivering projects on time, within budget, and to a high standard.
- **Planning and Reporting:** Experienced in project planning, crafting compelling communications, developing business cases, and producing clear, insightful reports.
- **Risk Management:** Skilled in identifying, assessing, and managing project risks that could impact timelines, costs, or the delivery of fit-for-purpose products.
- **Procurement:** Capable of preparing award reports, requests for quotes, tenders, and detailed work statements both orally and in writing.
- **Financial responsibility:** Creating high value capital bids in conjunction with finance and ensuring projects are delivered to budget.

## Communication and Stakeholder Engagement:

- **Communication Skills:** Exceptional written and verbal communication skills, with the ability to analyse data and present complex information clearly to diverse audiences.
- **Stakeholder Engagement:** Confident in working with elected officials, Directors, and senior stakeholders, building trust and translating their insights into actionable project outcomes.

## Customer Service:

**Exemplar Service:** Committed to delivering high-quality customer service for both staff and residents, ensuring a positive impact on the community.

# The things you'll achieve

You will lead and deliver projects that focus on:

- Enhancing the services provided to residents by reviewing existing processes and embedding effective improvements within the service.
- Increasing the number of electric vehicles within our fleet to support sustainability goals.
- Expanding the availability of electric vehicle charging points for residents and staff across the borough.
- Streamlining management processes by implementing digital systems to drive efficiency and effectiveness.
- Developing and maintaining local policies and procedures, ensuring they remain current and relevant.
- Leading the procurement of services and systems within the Camden Accessible Travel Solutions (CATS) team.
- Supporting the Transport Strategy team in delivering road safety initiatives, such as speed reduction measures across the borough and enhancing school travel interventions.
- Promoting equality, diversity, and inclusion in all working practices and celebrating diversity in the workplace.
- Assisting the Head of Service in ensuring timely recruitment for roles within CATS.
- Improving the quality and effectiveness of communication with both internal and external customers.

## Other important stuff...

### People management

The post has no line management responsibilities, but will be required to manage staff/resource on individual projects for which they are Project Manager.

### Work environment

The post holder will be expected to work flexibly, as per the Council's agile working policy. The post holder will be based within the York Way Depot, King's Cross and will occasionally work in 5 Pancras Square. The post holder may be expected to attend meetings with key stakeholders within other premises or other council offices.

The Council's normal working hours are between 7am to 10pm Monday to Friday and 8am to 5pm Saturday and Sunday. From time-to-time you may be asked to work hours that are additional to or different from the hours you usually work, which may on occasion mean an earlier start time of 6am.

### Who you will be working with

The post holder will be joining a wonderful team of Service Managers within Camden Accessible Travel Solutions and will be reporting directly to the Head of Service Sam Pandya.

The post holder will also actively seek to build effective relationships with colleagues across the Environment and Sustainability Services.

### The application process.

This is a two-stage recruitment process. The first stage involves an interview, if successful, the second stage is an informal discussion with the Head of Service.

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

