

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

ICT Project Manager/Business Analyst

Vacancy ID: 008571

Salary: £37,306.00 - £40,057.00 Annually

Closing Date: 18/03/2018

Benefits & Grade

Grade N

Contract Details

2 posts, Permanent

Contract Hours

37 hours per week

Interview Date

09/04/2018

Job Description

Xentrall Shared Services is a forward thinking public service partnership between Stockton-on-Tees and Darlington Borough Councils. ICT is one of the services provided by Xentrall and we have an exciting and challenging programme of ICT projects underway for both Darlington and Stockton councils and other public sector organisations for which we provide ICT services.

This role is key to the successful delivery of Xentrall ICT Services' work plan commitments, the projects of which underpin the day to day activities of Darlington and Stockton-on-Tees Councils and also support service improvement and efficiencies across both councils.

To apply for this position you must be Degree qualified in a relevant discipline and/or have significant experience in successfully managing a broad spectrum of ICT projects. You must have proven ability to manage a mixed and dynamic project portfolio and experience in working alongside and also managing ICT professionals. You must also be able to demonstrate you have the skills needed to collaborate well with customers and help them achieve their business goals.

As a senior ICT professional a commitment to quality will be evident in your experience.

In return, as well as giving you the opportunity to assist in the delivery and support of an exciting strategic ICT improvement programme, we offer a flexible, friendly, professional and modern working environment where individual effort and teamwork are recognised and appreciated, both by colleagues and customers alike. We also offer a very extensive training and development programme.

This post offers the opportunity to work flexitime and has a generous leave entitlement.

As a progressive organisation we have achieved certification to ISO27001 and ISO9001 and we also hold Investors in People and Customer Service Excellence awards. We have an internal service improvement programme which is driving forward a number of initiatives which are also assisting with our deployment of ITIL and PRINCE2 based practices.

Xentrall ICT Services are based in Darlington and the successful candidate will be required to travel to locations across the Tees Valley and wider region as necessary.

For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Juliet Beer, ICT Business Analysis & Projects Manager on 01642 524841.

An online application form and further information is available from www.stockton.gov.uk/job-vacancies/. Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

JOB DESCRIPTION

Post Title: ICT Project Manager / Business Analyst
Post Ref: 30911
Grade: N
Responsible to: ICT Business Analysis & Projects Manager

Job Purpose:

The delivery of ICT programmes and projects, and to provide business analysis and ICT procurement services.

Main Duties and Responsibilities

1. To undertake the management of assigned programmes and projects in accordance with the appropriate corporate standards.
2. To act as the interface between the customer and ICT for assigned programmes & projects, developing strong relationships with the customer and a deep understanding of their needs.
3. To ensure that programmes and projects are delivered on schedule, within allocated resources and to the agreed quality and budget criteria.
4. To negotiate and agree on all programme and project management aspects with the customer; developing timetables, setting milestones and deadlines in collaboration with the customer and ICT services to ensure the timely delivery of programmes & projects.
5. To attend internal, customer, corporate and strategic meetings and to make formal written and oral presentations and reports regarding assigned programmes and projects.
6. To assist with the preparation of business cases, capital bids, project plans, and PIDs.
7. Reporting to senior management and project and programme boards about the progress of assigned projects and programmes, and for the identification and notification of exception conditions.
8. Responsible for the efficient forecast and management of devolved project and programme budgets associated with assigned authorised programmes and projects.
9. Responsible for the efficient forecast and subsequent management of project and programme technical staff associated with assigned authorised programmes and projects, including the production and management of a project resource capacity plan.
10. To maintain an awareness of the plans and priorities of customers and their services and understand how the skills and services of the team can contribute to their success.
11. To work with customers to pioneer innovative service solutions, facilitating deep understanding and exploiting joint working opportunities.

12. To provide a point of liaison with assigned customer groups, supplemented by a programme of customer meetings.
13. To direct the work of the temporary assigned project team to ensure that project objectives are achieved in-line with agreed standards, project management methodologies, budgetary constraints and timescales.
14. Where appropriate, communicate and champion the ICT Strategy and ICT Service, working collaboratively with customers to ensure maximum benefit is derived.
15. To work closely with the Transition & Operations Teams to ensure that project staff resources are efficiently deployed in line with service work plans and operational requirements.
16. To work in close cooperation with the ICT Process Excellence & Planning Officer in the continual development of the project and programme management methodology
17. To undertake business analysis activities, including the use of business process remodelling (BPR) techniques that assist customers and ICT staff in the understanding of a business and its operations.
18. To undertake third-party system procurement exercises involving preparation of appropriate documentation in consultation with customers and the Corporate Procurement service.
19. To assist customers in the analysis, interpretation and evaluation of software applications and technical solutions relevant to their business requirements.
20. To ensure that adequate security, change control and audit trail procedures are in place for systems, software, licensing, integration and interfaces in accordance with information security policies and guidelines.
21. To maintain a high level of theoretical competence and in conjunction with other teams identify new opportunities for the effective use of best practice methodologies and contribute to the ongoing development of ICT strategies and services.
22. To support and maintain effective liaison across ICT Services ensuring that a customer focussed approach is embedded in all activities.
23. Adherence to appropriate ICT policies, strategies and standards that reflect best practice, including ITIL and PRINCE2.
24. To assist in the development and monitoring of the ICT Strategy.
25. To work with customers and ICT services to build and maintain Service Level Agreements (SLA's) to ensure effective, efficient and accountable delivery of ICT services
26. To assist in the development of appropriate ICT standards and procedures that reflect best practice.
27. To assist in the development & testing of a system for ICT Business Continuity Planning and play a key role in any such invocation.
28. To assist in the development & testing of a system for ICT Disaster Recovery and play a key role in any such invocation.
29. To participate in information security and risk management programmes for ICT

30. To interpret and analyse obligations required as a result of legislative changes and to ensure that current legislation is adhered to in the provision of ICT services.
 31. To report on all areas of responsibility to the ICT Business Analysis & Projects Manager.
 32. To take reasonable care of your own health and safety and co-operate with management, as far as is necessary, to enable compliance with the Council's health and safety policies.
 33. Adhere to, and pro-actively meet, the Council's policy on Equality and Diversity, No Smoking etc.
 34. Participate in the employee development programme.
 35. Undertake any such personal development and training as may be deemed necessary to effectively undertake the duties and responsibilities of the post.
 36. Undertake any other duties and responsibilities commensurate with the grading and nature of the post.
 37. To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.
 38. Ad hoc duties as requested.
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Key Competencies

- Self awareness
 - Personal effectiveness
 - Achieving improved outcomes
 - Joined up working
 - Innovating and delivering
 - Motivating teams and individuals
 - Managing team and individual performance
 - Managing diversity
 - Communication
 - Flexibility
 - Making things happen
 - Working together
 - Learning and developing
 - Putting customers first
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Essential Skills:

- ITIL Foundation
- Prince-2 Foundation
- Project management skills and experience
- Analytical skills and the ability to interpret management information / reports
- Ability to negotiate effectively within constraints of resource
- Ability to prioritise work and meet deadlines
- Being able to work effectively to tight deadlines
- Ability to think laterally and solve complex problems logically
- Recognised ICT qualifications and accreditations, e.g. MCSE/CCNA/MBCS or equivalent
- Experience in co-ordinating and supporting the delivery of change
- Ability to work as part of a team as well as on own initiative

- Proven ability to analyse problems and adopt an innovative approach to finding more efficient solutions
 - Adopt a flexible approach to working hours to meet the needs of the service
 - Competent in producing high quality project documentation and reports
 - Excellent communications and influencing skills
 - Effective people management skills
 - Ability to work as part of a team as well as on own initiative
 - Adopt a flexible approach to working hours to meet the needs of the service
 - Degree level qualification or equivalent experience
 - Proven track record of business analysis experience
 - Understanding of investigation techniques and their application
 - Awareness in the techniques that help in modelling and understanding a business and its operations
 - Experience in ICT procurement including analysing, interpreting and evaluating software applications and technical solutions
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Desired Skills:

- Prince-2 Practitioner
 - ITIL Intermediate qualification
 - Recognised qualification or previous training for business analysis
 - Knowledge of local government tendering procedures
 - Knowledge of formal methods of service delivery
 - Understanding of analysis of strategies
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Limits of Authority:

- Undertake tasks and duties in line with any specific criteria as agreed with the Assistant Head of ICT (Service Strategy & Projects).
 - To adhere to the agreed business unit and organisation culture, policies and objectives.
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This job profile is subject to change.

Date: July 2013

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.