

## JOB DESCRIPTION

<b>Post Title:</b> Senior Project Manager		<b>Service:</b> Human Resources / Policy, Performance and Transformation	<b>Office Use</b>
<b>Grade:</b> 11			<b>JE ref:</b> Z200
<b>Responsible to:</b> Head of Policy, Performance & Transformation		<b>Date:</b> August 2019	<b>Manager Level:</b>
<b>Job Purpose:</b> <ul style="list-style-type: none"> <li>● To be accountable to the Head of Policy, Performance and Transformation Transformation (Northumberland County Council) for leading the project management of quality improvement projects from lead generation through to monitoring the delivery of projects to improve council business.</li> <li>● A key objective is to deliver the development and implementation of the strategic transformation workplan, with a focus on service review and quality improvement</li> <li>● Primary responsibility is to manage projects or parts of projects internally.</li> </ul>			
<b>Resources</b>	Staff	Line Management of Project Managers and Project Management Assistant	
	Finance	Indirectly, up to £500k	
	Physical	Work laptop, mobile phone, other IT equipment	
	Clients	Relationships with partners, local and central government departments, partner agencies.	
<b>Duties and key result areas:</b> <ul style="list-style-type: none"> <li>● Plan and deliver projects to legal and regulatory requirements.</li> <li>● Build effective and constructive relationships with key stakeholders (including senior officers and senior leaders) and partners with regard to delivering the Council's Strategic Transformation work-plan.</li> <li>● Ensure effective mechanisms for establishing and monitoring high standards and effectiveness of all aspects of relevant service provision.</li> <li>● Deliver and implement the strategic transformation work-plan.</li> <li>● Responsible for engaging with relevant parties within a given portfolio.</li> <li>● To be responsible for implementing local quality improvement activities.</li> <li>● To deliver for the Transformation Team to ensure the provision of quality improvement activities are within the context of legal or regulatory guidelines.</li> <li>● To deliver for the Transformation Team to ensure transformation activities follow the appropriate robust governance and necessary financial compliance.</li> <li>● To collate and analyse business data pertaining to all relevant activities especially due diligence and risk management.</li> <li>● To work closely with the Head of Policy, Performance and Transformation , and the rest of the Transformation Team to provide full project and quality improvement project management support for Northumberland County Council.</li> <li>● To be able to work in a team or alone throughout the Council.</li> <li>● To act as liaison with the partners who are part of projects to facilitate arrangements for project visits.</li> <li>● To ensure that administrative systems to support transformation activities are developed and maintained.</li> <li>● To collate feedback and undertake evaluation from projects.</li> <li>● To prepare case studies and written material about quality improvement projects from feedback reports</li> <li>● To prepare and manage project documents and clear project plans identifying clear milestones for individual quality improvement projects as required by the Head of Policy, Performance and Transformation. .</li> <li>● To provide detailed reports on the work of the team as required.</li> <li>● To undertake research, as required, to assist with the further development of quality improvement projects.</li> <li>● To produce reports and presentations to senior colleagues.</li> <li>● Co-ordinate, where appropriate, in-house and external project work, associated team members, including allocation of work.</li> <li>● Set, monitor and control the project performance.</li> <li>● Act in a team-working environment.</li> <li>● Achieve financial targets and performance indicators.</li> </ul>			

- Assemble and manage response teams including internal resources and external networks as required to ensure timely delivery of all projects.
- Assure quality of all external and internal reports.
- Act as Transformation Team ambassador.
- Support procurement processes.
- Manage time of self well.
- Represent the Council's Transformation Team at internal and external meetings.
- Contribute to induction and training of less experienced colleagues.
- Have flexibility in working approach.
- Manage competing priorities effectively.
- Key integration with senior directors, senior managers and senior healthcare professionals regarding the dissemination of internal messages to staff and stakeholders.
- Maintaining exceptional levels of communication with partners in a sensitive way at a senior level.
- Liaising with communications officers about projects that involve communicating important messages to staff.
- Liaising with staff and senior managers arranging meetings and booking venues for project meetings with staff, sponsors and external stakeholders.
- Engaging with the communications officers to produce information via a variety of media to staff, local media and stakeholders.
- Development of research tools using established research methodology to issue to healthcare professionals involved in international health links.
- Collecting highly complex information from returning healthcare professionals to incorporate into feedback reports to the Council and Trust Boards, government departments and funding agencies.
- Preparation of complex project plans
- Contact with regional partner organisations ensuring consistent internal messages.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Physical requirements:	Sedentary office work with occasional need to stand, walk and lift.
Transport requirements:	Will involve travel to meeting venues, area offices or training venues throughout the County and further a field on occasion.
Working patterns:	Normal office hours largely with expectation to be flexible as required. Possible attendance at evening meetings.
Working conditions:	Mainly indoors

## PERSON SPECIFICATION

<b>Post Title:</b> Senior Project Manager	<b>Service:</b> Policy, Performance and Transformation	Ref: Z200
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<p>Educated to degree level.            Qualification in Project Management, e.g. Prince2.            Experience of working with people at varying levels of seniority including most senior.            Significant knowledge of change management            Detailed understanding of the public sector            In-depth knowledge of the main theory, procedural and practical issues relating to the service e.g. Project Management, LEAN Methodology, Continuous Improvement            Knowledge of relevant policies, procedures, trends, developments and best practice            Commercial awareness and understanding of the relationship between costs, quality, customer care and performance.            Evidence of continued professional development.</p>	<p>Evidence of recent and relevant management training.            Relevant management degree or post-graduate diploma e.g. MBA, DMS.            Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.</p>	
<b>Experience</b>		
<p>Significant post graduate working experience.            Experience of working in a complex organisation            Experience of leading a team            A breadth of work experience in selecting and applying the full range of professional methods, tools and techniques in a wide range of work situations.            An evidenced track record in being accountable to senior stakeholders            Experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders            Relevant experience in designing and drafting policies, procedures and other technical documents.            Experience in managing projects to successfully achieve set objectives.</p>	<p>Detailed knowledge of transformation from a Local Government perspective.            Experience of working in Local Government.            Experience of maintaining web-pages and presenting complex information in a professional format.            Qualification in project management.</p>	
<b>Skills and competencies</b>		
<p>Advanced IT skills - experience of a range of standard office software including MS Word, Excel, Power-point, Outlook and Internet Explorer.            Excellent written and verbal communications skills for writing reports and briefings.            Strong project management skills including ability to plan, implement, monitor and evaluate projects.            Proven organisational skills.            Ability to meet tight deadlines that may be conflicting or unexpected, prioritizing workload to meet the needs of the department.            Excellent interpersonal skills required to handle first line enquiries and communicate with senior managers.</p>		

<p>Ability to work on own initiative and act independently within established parameters.  Proven team worker.  Flexible, enthusiastic and committed.  Strong listener.  Ability to prioritise own workload without supervision.  Ability to follow complex instructions and to multi-task and/ or adjust plans.  Robust analytical and report writing skills.  Logical and systematic approach to data collection, recording and monitoring with ability to identify and analyse trends and patterns.  Ability to work accurately and with attention to fine details and completing and finishing.  Enthusiasm to learn.  Ability to be flexible with time according to work requirements.  Highly literate and articulate, ability to prepare, read and assess documents swiftly and accurately.  The ability to exercise judgment when dealing with stakeholders, partners and external parties when producing reports on their behalf.  Ability to interpret complex information and generate high quality analysis of data for inclusion in reports.  Ability to identify and manage opportunities.  Ability to promote the transformation work of the Council its staff and services.  Ability to identify and analyse suitability, validity and scope of opportunities.  Ability to analyse data received from teams within the Council which will include complex terminology financial numerics and ability to manipulate into a recognizable layout to produce communications that can be easily understood by all stakeholders  Ability to project and programme plan and manage.  Ability to act as a strong leader to a team  Ability to concentrate for lengthy periods of time  Provide support to the Assistant Service Director and other senior staff within the team as workload patterns and staff absences dictate, to ensure continuity and the smooth running of the programme.</p>		
<b>Physical, mental and emotional demands</b>		
<p>Normally works from a seated position with some need to walk, bend or carry items.  Need to maintain general awareness with lengthy periods of enhanced concentration.  Some contact with public/clients in dispute with the County Council.  Some exposure to working outdoors.</p>		
<b>Motivation</b>		

<p>A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.  Dependable, reliable and keeps good time.  Models and encourages high standards of honesty, integrity, openness, and respect for others.  Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.  Proactive and achievement orientated  Works with little direct supervision.</p>		
<b>Other</b>		
<p>Able to meet the transport requirements of the post</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits