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| County Durham and Darlington Fire and Rescue Service Job description |
| **Job title:**  | ***Project Assurance Manager***  |
| **Directorate:** | ***Assets and Assurance*** |
| **Responsible to:** | *Group Manager – Assets and Assurance* |
| **Location:**  | *Service Headquarters* (However you may be required to serve at any location as so directed) |
| **Purpose of the job:** To be responsible for the assurance of the Service’s approach to programme management. This will involve working with Service managers to support co-ordination, development and supervision of projects within the Service. Through their role the postholder will support improvement of Service processes, reviewing and evaluating existing working practices, contributing to the development of new processes leading to organisational improvement. |
| **Context of the role:** * County Durham and Darlington Fire and Rescue Service is working to protect and improve our Communities.
* The ***Project Assurance Manager*** forms part of the ***Assets and Assurance*** Team and is responsible for having independent overview and assurance of the Service’s programme management.
* The role will involve supporting Service managers to manage projects effectively and efficiently; identifying opportunities for business transformation to support continuous improvement across the Service.
* The post-holder operates within a framework provided by the Service’s plans, policies and procedures and financial regulations. On a day-to-day basis the post holder is responsible for delivering activities such as: assurance of projects; project management, advice and support to Service managers; business improvement workshops and evaluation improvement events.
* The Service expects the highest standard of communication and conduct from all staff. Respect for confidentiality is essential in this role.
* All personnel are expected to participate positively in the appraisal process, to undertake relevant training and development activities to improve their work performance, and to contribute to the training and development of others.
* The post-holder will be expected to promote the Service’s policy of equality and fairness, both within the Service and externally, to demonstrate commitment to anti discriminatory practice in all of the Service’s activities.
* The post holder will be expected to practice and promote the health and safety policies of the Service.
* The post-holder will be required to undertake a baseline personnel security standard check prior to confirmation of appointment.
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| Key responsibilities and duties |
| 1 | To fully participate in decision making within the Assets and Assurance Team to enable the Service to deliver on its overall strategy of Safest People, Safest Places. |
| 2 | To advise the Group Manager Assets and Assurance on policy matters relating to programme and project management and business improvement processes as necessary. |
| 3 | Provide independent oversight and assurance to support the smooth, successful delivery of projects and programmes, identifying risks, issues and discrepancies and taking action accordingly. |
| 4 | Assist in the development and maintenance of project plans, including preparation of project reports, dashboards, tracking and analysis of budgetary information across the full project portfolio. |
| 5 | Monitor projects such that cost, quality, time, and benefits realisation are controlled and achieved, through ensuring that all projects adhere to the best practices and standard approaches for project management. |
| 6 | Meet regularly with project leads to review metrics behind projects, in particular consistency of reporting including financial and resourcing data. |
| 7 | Manage change in coordination with other teams’ managers and facilitate cross-team sessions to encourage involvement and understanding of processes and all aspects of specific changes. |
| 8 | Ensure delivery of process innovation and continuous improvement initiatives across processes and functions helping to foster a culture of sustainable change whilst embedding lean methodology and the supporting frameworks, to deliver business transformation. |
| 9 | To develop and maintain positive collaborative relationship with all relevant internal and external stakeholders. |
| 10 | Identify opportunities for improvement to services delivered, organisational capacity and process efficiency. Arrange, and facilitate, improvement events to challenge existing business processes, systems and practices. |
| 11 | To develop, collate and present information and attend and contribute to relevant committees, meetings, seminars and participate in task groups as required. |
| 12 | To ensure professional and technical knowledge is up to date and maintained through continuous professional development, including attendance at internal and external training courses as necessary. |
| 13 | The areas of responsibility associated with a post may be amended from time to time, and where possible, consultation will take place prior to the change. It is expected that the post-holder will operate flexibly in any location and undertake any other tasks and projects which could reasonably be expected of someone holding this grade, including assisting other sections as required, commensurate with the grade or of a lower grade. |

Signed by employee

Employee’s name Date

Signed by line manager

Line manager’s name Date

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| **County Durham and Darlington** **Fire and Rescue Service****Conditions of employment summary*****Project Assurance Manager*** |
| **Employed under:** | National Joint Council for Local Government Services |
| **Grade:** | Grade ***10*** (Spinal Column Point ***33-36***) |
| **Current salary range:****(wef 1 April 2020)** | ***£36,922 - £39,880*** per annum |
| **Salary payment:** | You will be paid on the last working day of each calendar month, directly into a specified bank or building society account. |
| **Hours of work:** | ***37*** hours per week, worked over ***5*** days, Monday to Friday***.*** A flexible working system is in operation. The actual pattern of working will be set with the line manager. |
| **Annual leave:** | The annual leave year runs from 1 April to 31 March. Entitlement will be 26 working days per full leave year, rising to 31 days after five years continuous service. Statutory Bank Holidays are additional to these entitlements. |
| **Probationary period:** | 6 months |
| **Contract status:** | ***Permanent*** |
| **Notice period required from employee:** | ***Three*** months in writing |
| **Pension scheme:** | The post holder will be automatically enrolled in the occupational pension scheme but will have the option to opt out |
| **Sickness payments:** | Dependent on length of Service, up to a maximum of 6 months full pay and 6 months half pay. |
| **Allowances:** | ***Not applicable***  |

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| County Durham and Darlington Fire and Rescue Service**Person specification*****Project Assurance Manager***  |
|  | Essential | How measured | Desirable | How measured |
| **Qualifications /****Attainments** | * Management qualification to level 6 (or equivalent) in a business-related subject.
* Project Management qualification and / or membership of a recognised industry body, e.g., PRINCE2, P3M, AGILE, MoR.
* Qualification in Business Process Improvement
 | Application Form / Certificates / Licence  | * Qualified Lean Practitioner
 | Application Form / Certificates |
| **Work Experience** | * Experience of leading, managing and supporting project work
* Experience in leading business process improvement projects
* Experience of formulating and implementing project outcomes, policies and procedures
* Experience of analysing and interpreting varied and complex information
* Experience of analysing, preparing, and collating very varied and highly complex data / information into reports
* Ability to solve problems and generate solutions
* Experience in ensuring skills transfer to support an environment of continuous improvement
* Significant experience of improving processes that have led to improvements in performance
 | Application Form / Testing / Interview / References | * Knowledge relating to the role and function of a Local Authority Fire Service
* Demonstrable experience of programme development and management in a mix of operational and corporate environments.
 | Application Form / Interview / Certificates |
| **Knowledge/ Skills**  | 1. Very highly developed interpersonal and communication skills to influence change in others to enable the adoption of new ways of working
2. Able to develop and maintain positive and collaborative working relationships
3. Excellent attention to detail
4. Able to work on own and use discretion and initiative over a very broad area of activity
5. Ability to understand and respect the need for confidentiality
6. High standard of IT skills
 | Application Form / Testing / Interview / References | * Effective presentation skills
 | Application Form / Interview |
| **Personal Qualities** | * A positive and professional image, both in manner and appearance.
* Open to change
* Experience of driving change in the work environment
* Able to work under pressure and meet deadlines
 | Application Form / Interview  |  |  |
| **Expected Behaviours** | Demonstrate ability to:* Approach challenges with:

Flexibility, enthusiasm, motivation, passion, determination and resilience* Conduct themselves in a manner that is:

Honest, trustworthy, reliable, accountable, consistent and respectful * When collaborating with others:

Be approachable, supportive, encouraging, inclusive and show we value our own development and that of others* Drive change across the Service by being:

Creative, resourceful, courageous, original, clear and focussed | Interview |   |  |
| **Additional requirements** | * Willingness to work additional/flexible hours to meet needs of the Service
* Good attendance record
* Able to meet Service medical requirements
* Full driving licence
 | * References
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