| ![Xentrall Shared Services - Delivering Excellence for All] | **JOB DESCRIPTION** |
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| **Directorate:** **Xentrall** | **Service Area:** **ICT Services** |
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**JOB TITLE:  ICT Project Manager / Business Analyst**

**GRADE: N**

**REPORTING TO: ICT Projects & Applications Manager**

| 1. | **JOB SUMMARY:** |
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| | To manage the delivery of ICT programmes and projects, and to provide business analysis and ICT procurement services. |

| 2. | **MAIN RESPONSIBILITIES AND REQUIREMENTS** | |
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| | 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 coordinate all programme and project management elements 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 prepare business cases, project plans and project management documentation e.g. PID's, Service Design, Closure Reports. |
| | 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; ensuring technical resources are efficiently deployed in line with service work plans and operational requirements as well as ensuring the ICT resource master reflects the accurate technical resource usage of the projects and programmes. |
| | 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. Highlighting any potential new items for inclusion in the ICT Work Plan. |
| | 11. | To work with customers to pioneer innovative service solutions, facilitating deep understanding and exploiting joint working opportunities. |
| | 12. | Where appropriate, communicate and champion the ICT Strategy and ICT Service, working collaboratively with customers to ensure maximum benefit is derived. |
| | 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. | 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. |
| | 15. | To input into the continual development of the project and programme management procedures and standards used by Xentrall Shared Services ICT Services to deliver the ICT requirements of customer workplans. |
| | 16. | 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. |
| | 17. | To undertake third-party system procurement exercises involving preparation of appropriate documentation in consultation with customers and the Corporate Procurement service. |

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| | 18. | To assist customers in the analysis, interpretation and evaluation of software applications and technical solutions relevant to their business requirements. |
| | 19. | 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. |
| | 20 | 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. |
| | 21. | 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. |
| | 22. | To interpret and analyse obligations required as a result of legislative changes and to ensure that current legislation is adhered to in the design and provision of ICT services |
| | 23. | Assist in the development, promotion and implementation of appropriate ICT policies, strategies, standards and procedures that reflect best practice and assist in the adherence to such. |
| | 24. | Assist in the delivery of ICT services and service objectives through participation in the development and delivery of project, team and personal plans and associated activities. |
| | 25. | Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary. |

## 3. GENERAL

**Job Evaluation -** This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct –** The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future –** The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

**Customer Services –** The post holder is required 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.

**Policies and Procedures –** The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding –** All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

| | Name: | Signature: | Date |
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| Job Description written by: (Manager) | | | |
| Job Description agreed by: (Post holder) | …..............…………… | …...........….………… | …................ |

**Job Description dated January 2019**

## PERSON SPECIFICATION

| Job Title/Grade | **ICT Project Manager / Business Analyst** | |
|---|---|---|
| Directorate / Service Area | **Xentrall Shared Services** | ICT Services |
| Post Ref: | | |

| | ESSENTIAL | DESIRABLE | MEANS OF ASSESSMENT |
|---|---|---|---|
| Qualifications | <ul><li>ICT related degree or equivalent demonstrable level of directly relevant work experience</li><li>Recognised ICT qualifications and accreditations e.g. MCSE/CCNA/MBCS or equivalent level of professional experience</li><li>ITIL Foundation (or willing to work towards)</li><li>ITIL Service Design (or willing to work towards)</li><li>ITIL Service Strategy (or willing to work towards)</li><li>PRINCE2 Foundation</li><li>PRINCE2 Practitioner (or willing to work towards)</li></ul> | <ul><li>ITIL intermediate qualification</li><li>Recognised qualification or previous training for business analysis</li></ul> | Application/Certificates |
| Experience | <ul><li>Recent proven ICT project management experience including the application of project management techniques</li><li>Experience in coordinating and supporting the delivery of change</li><li>Recent experience in the technical assessment, implementation and resourcing of ICT solutions</li><li>Proven ability to analyse problems and adopt an innovative approach to finding more efficient solutions</li><li>Experience of managing technical staff</li><li>Recent business analysis experience and understanding of investigation and modelling techniques and their application</li><li>Experience in ICT procurement including analysing, interpreting and evaluating software applications and technical solutions</li><li>Proven ability to analyse problems and adopt an innovative approach to finding more efficient solutions</li></ul> | <ul><li>Local Government experience</li></ul> | Application/ Interview/References |
| Knowledge & Skills | <ul><li>Knowledge and experience of ICT Best practice frameworks and formal methods of service delivery</li></ul> | <ul><li>Knowledge of organisational and political structure of both authorities</li></ul> | Application/ Interview/References |

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| | ▪ Knowledge and understanding of current ICT trends and the future direction of ICT<br>▪ Knowledge and understanding of information security, business continuity and disaster recovery planning<br>▪ Excellent communication and influencing skills<br>▪ Excellent people management skills<br>▪ Competent in producing high quality project documentation and reports<br>▪ Analytical skills and the ability to interpret management information/reports<br>▪ Ability to negotiate effectively within constraints of resource<br>▪ Ability to work as part of a team as well as on own initiative<br>▪ Ability to prioritise work and meet deadlines effectively<br>▪ Ability to think laterally and solve complex problems logically<br>▪ Adopt a flexible approach to working hours to meet the needs of the service | ▪ Knowledge of local government tendering procedures | |
| Specific behaviours relevant to the post | ▪ Self awareness<br>▪ Personal effectiveness<br>▪ Achieving improved outcomes<br>▪ Joined up working<br>▪ Innovating and delivering<br>▪ Motivating teams and individuals<br>▪ Managing teams and individual performance<br>▪ Managing diversity<br>▪ Communication<br>▪ Flexibility<br>▪ Making things happen<br>▪ Learning and developing<br>▪ Putting customers first | | Application/ Interview |
| Other requirements | | | Interview/References |

**Person Specification dated January 2019**