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| **Job Description** |
| **Post title** | Project Manager |
| **JE Reference No** | N11340 |
| **Grade** | Grade 14 |
| **Service** | Resources |
| **Service Area** | Digital and Customer Services – Digital Engagement  |
| **Reporting to** | This post is accountable to the PMO, Digital Engagement |
| **Location** | Your normal place of work will be Crook Civic Centre, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a Basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide support to the Head of Service and strategic managers in their endeavours to sustain a high quality, efficient and effective ICT service and contributing towards the development and direction of ICT Services. To manage and lead ICT staff in the delivery of service and support of the Authority’s ICT systems and to manage the system transitions required by the authority and / or its customers

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| **Duties and responsibilities** |

The generic responsibilities, which will be undertaken in support of the specific duties, include the following (if applicable)

* The post holder will develop and manage budgets and support plans, together with financial information relating to the costs of delivering the operational support services
* The post holder will participate in the recruitment, training and development of the staff within the ICT service, including training reviews, appraisals, monitoring outcomes and keeping accurate and up-to-date records.
* The post holder is responsible for the service information to ensure timely reporting of service delivery, performance and identification of potential issues.
* The post holder will assist with system specification / design, project management and lead on system implementation and commissioning where appropriate
* The post holder will assist the Strategic Managers in the management of ICT Services, ensuring that its activities are organised and delivered in an effective and efficient manner. The post holder will attend meetings as requested, to represent ICT Services to promote and enhance the standing of the service.
* The post holder will be expected to contribute towards the overall management of ICT Services and take responsibility for meeting the targets set out in the wider service and team.plan and relevant policies and strategies
* The post holder will be expected to have advanced / diverse levels of knowledge on several of the technologies that ICT Services support and be able to advise on any new proposed solutions and the associated support requirements.
* The post holder will be expected to contribute to strategy and forward planning
* The post holder will participate in cross-service/corporate groups when the need arises
* The post holder will contribute to security and risk management.
* The post holder will manage specific projects and ensure the change management process is adhered to.
* The post holder will contribute to development of policies and procedures to support operational requirements.
* The post holder will assist and deputise for other operational/strategic managers.
* The post may be required to directly manage, or matrix manage staff as part of a project.
* The post holder will assist with the development / implementation of Business Continuity / Disaster Recovery plans.
* The post holder, will participate in the ICT Services 24 Hour support team providing support services to both internal and external clients.
* Play a positive role in encouraging customers to provide feedback and in using that feedback to improve services.
* To contribute to the analysis of service delivery with a view to improving service delivery and the implementation of generic working.
* Have a flexible approach to the work required to be undertaken, to assist other staff and ensure that the needs of the customer are met.
* Be expected to work outside normal office hours on an organized basis to ensure availability of support between 8.00am and 6.00pm, Monday to Friday.
* Be expected to work outside normal office hours from time to time as the demands of the post and emergencies dictate.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the head of service or senior managers.

Listed below are the SPECIFIC responsibilities of this role

OPERATIONS

* Responsible for the provision of a high quality, efficient and customer focused project management to a broad range of customer groups.
* Lead the project through Project Initiation, Delivery Agreements, detailed planning of deployments, implementations and verification process through to operational handover and project evaluation.
* The post holder will be assigned to work streams or multiple parallel projects, and will be the lead for the identified projects, responsible for the interpretation of project needs and ensure they are successfully delivered at pace.
* Produce core project documentation, to include Project Mandates, Project Initiation Document(s) (PID), Highlight reports, Business case development, in line with Programme Management Office (PMO) standards.
* Collect, understand the business requirements for internal and external proposals and translate these into functional specifications, business cases, board or management reports.
* Develop effective governance arrangements and ensure project boards are informed of project progress through regular highlight reporting.
* Lead Project Boards and Project Team Meetings on a regular basis and complete all appropriate actions within the set timescales and budget.
* Manage the handover of projects from go live and transfer ownership to operational support, providing comprehensive documentation, ensuring skills and experience are transferred.
* Ensure project risks, issues and lessons learned logs are effectively managed, documented and maintained throughout the project/programme life cycle.
* Effective resource management of projects/programmes/work streams
* Ensure that the various elements of the projects are delivering the benefits and are achieving the stated objectives, on time and within the available funds.
* Lead and facilitate the activities of project workstreams within and across multiple projects and ensure work packages are complete within project timescales.
* Responsible for leading business change management and benefits realisation.
* Lead the introduction of staff into project roles to ensure outcomes, objectives and requirements and measures of success are clear.
* Cover for senior staff members during times of absence.
* The post holder will work closely with business representatives, partners, and other stakeholders to lead on identification of business process improvements.
* The post holder in conjunction with authority business representatives implement business improvements / initiatives.
* The post holder may be required to manage staff involved in the delivery of authority projects ensure team dynamics, leading by example, resolving conflict and establishing positive team cultures.
* Horizon scanning and identifying of best practice and opportunities for improvement, joint working and collaboration across partners, government bodies and the wider industry.
* Provide training and development on allocated projects, where necessary, to relevant client groups and other colleagues within the team.

COMMUNICATIONS

* Have excellent written and verbal communication skills and be able to engage in client relationships up to a senior level. The post holder will be required to develop reports on highly complex transformation and change issues where persuasion and negotiation may be required with clients in order that project milestones and delivery points are met. They must be able to listen with understanding and communicate highly complex information, some of which may be conflicting, to a wide variety of strategic and operational stakeholders.
* Be key client/customer liaison for Digital Engagement Service and represent the service at Digital Boards, senior meetings, partnership projects, industry collaboration initiatives working an external meeting
* Make complex formal presentations to large groups of stakeholders, for example, in regard to discoveries, project findings, options appraisals and recommendations.
* Utilise the highest level of communication skills required to manage highly complex transformation and reform agendas where influence and co-operation is required from stakeholders.
* Regularly present options and recommendations to clients, senior managers, stakeholders and partners. They may make day-to-day decisions about the prioritisation and assignment of non-routine tasks on their work streams and play an important supportive role in team progress and planning meetings.
* Observe and adhere to the communications standards in operation within the Service and organisation.
* Promote and improve communications within the Service and across the organisation.
* Budget holder for project and specific programmes of work, including budget setting.

PERFORMANCE MANAGEMENT

* Develop project/programme key success factors, benefits and KPI and ensure these are reporting to project Boards and Service Boards
* Meet agreed performance standards in relation to the post.
* Ensure work carried out by the Group follows agreed procedures.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Educated to degree level or equivalent in related discipline.
 | * Formal project management qualification or equivalent.
* Recognised management qualification
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| Experience | * Experience of managing multiple complex projects
* Experience of analysing and presenting complex information
* Leading large scale transformation experience.
* Proven experience of developing and implementing new policy, systems and procedures.
* Proven experience of project methodologies, monitoring and reporting
* Ability to effectively communicate with different audiences at all levels of the hierarchy
* Ability to lead / manage a project team
* Budget management
* Understand organisational structures, relationships and influences
* Effective management of change
* Experience of staff mentoring, coaching and development
* Negotiation Skills
 | * Proven experience of having managed, implemented and supported a complex major project in the ICT industry from design to delivery to customer
* Advanced levels of ICT systems knowledge and their service delivery requirements.
* Experience of procurement
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| Skills & Knowledge | * Strong leadership skills
* Able to demonstrate high professional standards
* Ability to communicate effectively, both orally and in writing
* Ability to work with minimal supervision
* Ability to plan and organise work
* Able to use own initiative, make decisions and work under pressure.
* Ability to work as part of a team
* In depth knowledge of service delivery in accordance with the customer defined SLA’s
* Ability to forge long-term working partnerships with individuals and groups from internal and external departments and organisations.
* Ability to demonstrate an informed interest in projects and complex problem solving.
* Ability to support and encourage teams when working under pressure to meet agreed timeframes.
* Excellent oral and written communications
* Excellent analytical skills, with the ability to develop business strategies and change programmes for major areas of activity.
* Negotiation, influencing and persuasion skills.
* The ability to tackle highly and resolve complex problems / issues
* Ability to assimilate, understand, synthesize and communicate complex issues and data in a meaningful way.
* A high level of IT related skills, including Microsoft Office, Word, Excel and PowerPoint; good keyboard skills.
* Able to prioritise and manage workload effectively.
* Ability to work effectively with customers to understand their requirements.
* Ability to meet travel and flexible working requirements of the role, with reasonable adjustments.
* Ability to undertake the duties of the post subject to reasonable adjustments under the Equality Act (2010).
 | * Good working knowledge of business initiatives
* Experience of working with consultative groups
* In depth knowledge of the technical work of an ICT Department
* Public sector experience
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| Personal Qualities | * Pleasant and professional manner when dealing with colleagues and customers
* Flexible approach to work
* Willingness to learn
* Enthusiastic
* Self-motivated, proactive and innovative with a ‘can do’ attitude and able to work with minimal supervision, leading by example.
* Customer focused, commercial and corporate approach.
* A business focused, and commercially aware approach and ethos.
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