



Job Title	Project Manager	Tier: N/A	Grade: SG5
Reports To	PMO Lead		

Responsibilities

Manage a portfolio of projects to ensure delivery to time, quality and budget and ensure that the projects meet the specified criteria to enable them to deliver agreed business benefits. Proactive in anticipating and managing project risks and issues to ensure that barriers to successful implementation are managed effectively.

- Assist in the development of projects, including production of definition, project outcomes/scope, definition and agreement of requirements, quality assurance, alignment of business strategy and project, production and management of the project plan (including milestones and critical path) including all documentation which is in adherence to the project management framework.
- Supervise the projects resources, project budgets, formal initiation of the project and management of all stages through to project closure, including benefits realisation.
- Assist with the management of project budgets, monitoring the expenditure and costs against delivered and realised benefits as the projects progress, tracking the project costs and ensures that the impact on the Business Units, this includes developing resource forecasts and estimates and an approach for ensuring that the right resources are identified and secured
- Address and seek management of business and project risks and produce of an effective plan and risk assessment so that timescales and project costs are understood and underwritten by all by the parties
- Identify, engage and address stakeholders issues, building effective relationships and leverage these to ensure the right outcome for the project and stakeholders. Proactively engaging with other project managers across the organisation to continue to drive change and efficiency processes
- Be aware of the needs of contracts with external suppliers, ensuring value for money and enabling supplier contracts in conjunction with the Contracts & Procurement team

Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under the managerial control.
- Given objectives and resources jobholders at this level are expected to 'get on with the job' with minimal supervision. Management is generally by reviewing end results on a regular basis.
- The jobholder will have considerable latitude to deviate from established procedures and practices in order to deliver a customer focused commercial service. They will be expected to organise their own workload around customer needs and commercial priorities.
- Jobholders will be expected to develop and support initiatives to improve customer service, develop/improve service delivery and seek profitable commercial and market opportunities.

Role Specific Skills/Knowledge

- Training in a recognised and formal project management methodology to a level commensurate with the role
- Knowledge of best practice and legislative issues re contract management
- Experience of identifying and mitigating project risk
- Desirable experience in Service Introduction/Gateway review and handover
- Understanding of Service Management and the adoption of new and existing systems into deliver
- Experience in some aspects of project management e.g. research, business analysis, business change, application development, integration, testing implementation, transition.

Corporate Expectations

- Ensure that the work and role focus supports AVDC's vision for the Vale and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart.
- Act in a commercially minded way in accordance with the council's behavioural framework and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable.
- Comply with the council's policies, procedures and Governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety
- Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership

Specific Responsibilities

Staff	No direct reports but may have up to 5 staff reporting as part of a project
Financial	Influence over and day to day management of Programme/Project budget up to £1M

Role Specific Requirements

Note: none of the descriptions contained in this Role Profile should be considered to amount to an exhaustive list of duties and are subject to change to meet the needs of the business.

Hours	37 hours per week – flexitime applicable. Working outside normal working hours including weekend working is sometimes necessary in order to meet project objectives and minimise the impact on user services.
Working practices	Able to work outside of normal working hours when project timescales and constraints require it (e.g. project implementation will frequently be required to take place over weekends or overnight).
Specific conditions	None
Uniform/PPE etc.	None
DBS checks	None
Safeguarding level	n/a
Date prepared	December 2016

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To secure the Economic, Social and Environmental Wellbeing of the Vale”

Influencing & Leadership (Job Family)

level 5 model

Tier: N/A

Grade: SG5

This job family's main focus is to inspire, lead and engage others to perform to the highest possible standard, fulfilling personal potential.

Role Purpose and Commercial Focus	Knowledge, Skills & Experience
<p>Roles at this level are middle managers that report to a senior/service manager. They may be a manager of a specialist administrative professional or technical function or a manager managing the delivery of an operational unit or complex project. They are accountable for organising the delivery of a specific function, project or service. The focus of the role is on the operational management of that function, project or service. The key role requirement is the management of resources (financial, physical and/or people) in order to deliver an effective and efficient commercial service. They will contribute to the development of service policies and objectives but the ability to manage and deliver is valued more than the ability to develop strategies. A key difference between roles at this level and those at level 4 is scale and complexity of the operational unit being managed – involving more and longer term planning in order to deliver the service. Jobholders will need to understand how the business generates income and develop insights into external market forces, competitors and customers. In addition they will be required to identify process efficiencies across areas of responsibility and drive business change to improve efficiency, client satisfaction and customer experience. They will also seek to encourage the maximum possible take-up of digital and self service channels by effective marketing and specifying and management requirements. Roles at this level will get involved in day-to-day operational issues.</p>	<ul style="list-style-type: none"> ▪ The jobholder needs theoretical and authoritative knowledge of complex techniques and procedures for specialised systems, including the use of equipment and software. ▪ Knowledge of customers, market and competitors. ▪ The job holder needs to be able to make changes from first principles. ▪ A sound knowledge is usually gained through an academic understanding or extensive experience in similar roles or other roles where knowledge and skills are transferable. ▪ Formal training/qualifications (typically Level 4/5 or equivalent) may be applicable, including literacy, numeracy and IT skills. ▪ Skills required in this area are focused on the ability to inspire, lead and engage others to perform to the highest possible standards.
Organising and Forward Focus	Communicating & Influencing
<ul style="list-style-type: none"> ▪ The work involves a wider range of projects and activities that have broader aims and objectives. ▪ The work involves record keeping and processing of technical and customer information ▪ There is a requirement for forward planning – the normal focus is on months ahead (up to a year) and there is a strong contribution to the longer term development and planning of the service/function/project. ▪ Roles involve a continuous improvement approach with a drive for high performance. ▪ The jobholder is required to plan and organise their own workload to ensure deadlines and priorities are achieved. ▪ The jobholder may directly manage other employees or direct their work as part of a multifunctional team, including setting priorities, organising work schedules, controlling delegated resources in order to achieve the needs of customers and the service. ▪ Engage with technical staff and suppliers to define the best system and platform configurations to achieve business/user objectives. ▪ Proactively seek out business development opportunities. 	<ul style="list-style-type: none"> ▪ A higher level of communication and influencing skills are required to inspire and lead others, solve organisational problems and initiate change. ▪ Excellent verbal and written communication, with internal and external customers is a key requirement of the role ▪ Ability to resolve a range of issues (sometimes complex and/or contentious) with customers or colleagues. ▪ Ability to challenge poor performance and behaviour. ▪ Ability to give regular and consistent feedback on performance supporting team in the application of any learning.
Scope of Role	
<ul style="list-style-type: none"> ▪ The jobholder has considerable latitude to consider how problems should be solved and how procedures need to be interpreted to achieve the right result, ensuring issues are resolved in a commercially minded way. ▪ There will be a wider range of complex problems where the jobholder will need to establish the nature of the problem and decide on the best course of action by adapting existing or devising new approaches. 	<ul style="list-style-type: none"> ▪ The jobholder is accountable for the management of a small service, project or function and works to medium term objectives within a commercial environment. ▪ The role is accountable for a wide variety of projects and work

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| <ul style="list-style-type: none">▪ Ideas for innovative solutions will be actively pursued.▪ The role is subject to managerial direction. | <p>activities that have medium to long term objectives.</p> <ul style="list-style-type: none">▪ The role requires a “one council” approach to cost effective and commercial service delivery.▪ Jobholders will determine their own priorities and are permitted to deviate from established procedures as long as end results meet standards required. |
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