

<b>Job Title</b>	Project Manager	<b>Tier:</b> N/A	<b>Grade:</b> SG6
<b>Reports To</b>	PMO Lead		

### Job Purpose & Main Functions

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.

- Develop 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.
- Marshall the projects resources, project budgets, formal initiation of the project and management of all stages through to project closure, including benefits realisation.
- Be responsible for 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
- Manage 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 successfully manage stakeholders, 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
- Lead contract negotiation with external suppliers to ensure provision of value for money systems and for or agreeing supplier contracts in conjunction with the Contracts & Procurement team

### Freedom to Act

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under managerial direction.
- Given broad objectives and resources jobholders at this level are expected to 'get on with the job' with minimal management. Management is by reviewing end results on an annual 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 lead 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
- Skilled at identifying and proactively mitigating project risk
- Experience in Service Introduction/ Gateway review and handover
- Understanding of Service Management and the adoption of new and existing services into delivery.
- Multi-faceted professional with 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
- As a senior manager, to lead by example and be collectively responsible for the cross functional performance of the council, with consideration of the political context.

### Specific Responsibilities

Staff	Direct none but may have up to 5 staff reporting as part of project
Financial	Influence over and day to day management of Programme/ Project Budget up to £1M

### Role Specific Requirements

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.

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	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	Oct 2016

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

<b>Job Family D</b>	<b>Influencing &amp; Leadership – level 6</b>	<b>Tier: N/A</b>	<b>Grade: SG6</b>
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<b>Role Purpose and Commercial Focus</b>	<b>Knowledge, Skills &amp; Experience</b>
<p>A leadership role responsible for delivering customer focused and cost effective commercial services to customers. Roles at this level usually lead teams and/or projects and report to a Senior/Service Manager. They may be a manager of a specialist professional or technical function or a manager managing the delivery of a service or strategic/commercial project(s). They are accountable for organising the delivery of a specific function, service or project. The key role requirement is the management of resources (financial, physical, people and information) in order to deliver an effective and efficient commercial service to customers. Jobholders will often act as ‘Change Champions’ to develop and improve services for customers and maximise profit, contributing to the development of service policies and objectives. The role will have a wide remit to influence and deliver across service boundaries or deliver corporate projects for a major service or across the whole Council. 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 and actively pursue business development opportunities. Responsible for ensuring that team members fulfil their potential and deliver the best possible outcomes for the council and its customers.</p>	<ul style="list-style-type: none"> <li>▪ Significant senior management experience of service, project and/or resource management.</li> <li>▪ Extensive expertise in specialist, organisational and/or business concepts with the ability to apply knowledge to develop innovative solutions to complex problems. An in-depth knowledge of involved processes with the ability to devise new approaches based on this expertise.</li> <li>▪ Formal training/qualifications (typically Level 6/7 or equivalent) may be applicable or expertise may have been obtained through substantial relevant experience.</li> <li>▪ Strong leadership skills with the ability to develop, motivate and inspire teams.</li> <li>▪ Strong financial management and budgeting skills.</li> <li>▪ Knowledge of customers, market and competitors.</li> <li>▪ The jobholder will need a working knowledge of appropriate financial, commissioning, safeguarding, equality, information security and health and safety policies and regulations.</li> </ul>
<b>Organising and Forward Focus</b>	<b>Communicating &amp; Influencing</b>
<ul style="list-style-type: none"> <li>▪ Contribute to the development of and implement short to medium term tactical plans for the service to ensure that the service delivers a high quality, cost effective commercial service to the community.</li> <li>▪ Maximise the commercial use of information, including customer data, with appropriate security and governance controls</li> <li>▪ Lead, recruit, manage, motivate and develop team members, ensuring their health, safety and well-being at work, in order to deliver service/project outcomes.</li> <li>▪ Deliver strong and effective team leadership, holding team members accountable, providing coaching, performance management, career development feedback and recognition.</li> <li>▪ Engage with technical staff and suppliers to define the best system and platform configurations to achieve business/user objectives.</li> <li>▪ Proactively seek out business development opportunities including work with external partners.</li> <li>▪ Deals with some day-to-day delivery issues.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to use developed communication and influencing skills are key to achieve the outcomes of the role.</li> <li>▪ Clearly communicates the council’s vision externally</li> <li>▪ Advanced communicating and influencing skills are required to inspire lead and engage team members and to build a shared sense of ownership and pride.</li> <li>▪ Business standard written communication</li> <li>▪ Resolve complex and/or contentious issues with colleagues or members of the public</li> <li>▪ Challenges poor performance/behaviour, proactively supporting and developing others to improve</li> </ul>
<b>Scope of Role</b>	
<ul style="list-style-type: none"> <li>▪ The jobholder has considerable latitude to consider how problems should be solved and how procedures need to be interpreted to achieve the right result.</li> <li>▪ There will be a wider range of complex problems where the jobholder will need to establish the nature of the problem</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accountable for the management of a single service, function or project and works to medium term objectives within a commercial environment.</li> </ul>

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and decide on the best course of action by adapting existing or devising new approaches with consideration of the political context..

- Ideas for innovative solutions will be actively pursued.
- The role is subject to managerial direction.

- The role requires a “one council” approach to cost effective and commercial service delivery.
- Actively manages business risks.
- 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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