

JOB FAMILIES ~ Technical**Job Title: Project Manager****Level descriptor – JM2**

Role purpose: To deliver specific work streams, projects, provide technical advice and guidance to others (including other professionals) involved in specific service delivery and redesign. May have responsibility for managing project resources within a team (budget and people) and is expected to have significant post qualification experience.	
Typical activities	Knowledge, skills & experience
<p>Propose and implement strategic transformation and change projects within an integrated, partnership programme delivering organisational change to improve the outcomes for service users and secure best value for the organisation.</p> <p>Develop and implement best practice approaches to programme, project and change management to ensure successful delivery</p> <p>Conduct robust investigation and analysis of project design, delivery and benefits realisation to inform programme development and evaluation</p> <p>Provide technical support for the most complex projects, developing and supporting colleagues by providing professional consultation, direction and support and be a role model for best practice.</p> <p>Carry a portfolio of individual projects where the problems presented are consistently challenging and complex and require advanced levels of skill and knowledge.</p> <p>Undertake a designated specialist role within the team and/or be a lead specialist in at least one professional area</p>	<p>Vocational qualification or experience to at least level 6 or above or equivalent experience to give an in-depth level of knowledge necessary to deliver complex projects</p> <p>An approved professional qualification or equivalent professional development relevant to delivering successful organisational change and the management of multiple projects</p> <p>Significant experience of successfully delivering complex projects with multiple stakeholders and competing drivers for change</p> <p>Knowledge and understanding of the principles of organisational change, project management and commissioning/decommissioning cycles</p> <p>Experience of effective partnership working across a public service delivery agencies</p> <p>Ability to collect, collate & analyse evidence and present findings to stakeholders & senior decision makers and respond to challenge</p>

<p>Provide support and advice to identified services, partners and areas of the business, designing and leading stakeholder engagement activities</p> <p>Make recommendations to staff and senior leaders in NSC and partner organisations on proposals for service commissioning, redesign and remodelling</p> <p>Undertake supervision of others and support their professional development including mentoring and support of designated staff, enhancing and developing competencies, disseminating research and best practice findings to improve the performance of the team</p> <p>Communicate effectively with regional partners, colleagues and businesses, both verbally and in writing through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p>	<p>Ability to manage/organise own work and that of colleagues to meet agreed deadlines</p> <p>Understanding of financial constraints and monitoring budgets</p> <p>Understanding and recognition of professional boundaries</p>
<p>Performance measures</p>	<p>Competencies</p>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> • number of projects held at any one time • number of proposals implemented successfully • positive impact evaluation of service redesigns, • quality of records • value of savings secured ect <p>Feedback from partner agencies, businesses, colleagues and regional agencies</p> <p>Key Performance Indicators (where available)</p> <p>Line manager assessment</p> <p>360 feedback from staff and colleagues</p> <p>Performance of the team</p>	<p><u>Team Working</u> ~ Assists team members through mentoring and longer term assistance, encourages and empowers others, role model for others</p> <p><u>Service user/outcome focused</u> ~ sets challenging goals for self and others and identifies opportunities and barriers and deals with them to achieve service delivery</p> <p><u>Problem solving & judgment</u> ~ facilitates others to solve problems, breaks down complex issues into manageable parts and thinks through the implications of decisions</p> <p><u>Planning & Organising</u> ~ Prioritises and organising work for self and others, makes plans to meet the longer term requirements of the service</p>

	<p><u>Business Awareness</u> ~ Understands the contribution the role makes to the service and organisation as a whole, thinks outside own area to appreciate the aims of other services.</p> <p><u>Leadership Standards</u> ~ demonstrates the behaviours set out in the council's leadership standards.</p>
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Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.