

JOB DESCRIPTION



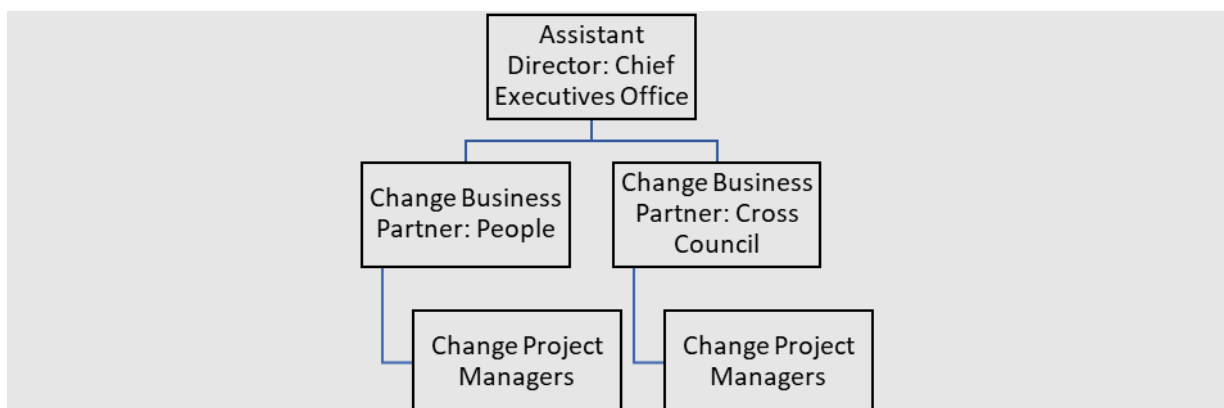
Job Title	Business Change Project Manager		
Salary	£40,876 - £45,859		
Directorate:	Chief Executive's Office	Section/Location:	Business Change
Grade/Salary Range:	E (SCP 37 - 42)	Work style:	Flexible

Key Objectives of the role

- To manage the effective and efficient delivery of projects supporting Corporate Management Team's objectives.
- To manage the delivery of projects and related activities, identifying interdependencies and managing risks to enable each project to deliver the target savings, benefits and deliverables as set out in each project specification and scope, working with external consultants, programme boards and team members.
- Project managers may support more than one project, be asked to change project or take on new projects as required.

Designation of post and position within departmental structure

The post holder will be part of the Council wide Business Change Team based in the Chief Executive's Office reporting to a Change Business Partner working closely with the Assistant Director: CXO and Programme Support Officer, as well as colleagues in Central, Delivery and People directorates.



Daily and monthly responsibilities

1. Effectively manage and lead the support for the delivery of service reviews/projects including scoping and analysis phases, preparing business cases, agreeing governance arrangements, the coordination of plans, resources, budgets, risks, quality, performance and delivery, ensuring the provision of regular and accurate progress reports for key stakeholders including the Corporate Management Team (CMT).
2. Build effective relationships with the Project Sponsors, board and team members and any external consultants responsible for delivering service reviews to effectively engage, persuade and influence on the target outcomes.
3. Support the identification of any gaps in knowledge and experience, as well as, resource pressures within the service review/project team necessary for a successful outcome and evaluate options for addressing any shortfalls in developing a robust resource plan, reporting these to the Change Business Partner.
4. Ensure project deadlines are met in a timely and efficient manner and support the delivery of regular engagement and communications activities to involve stakeholders in the design of services.
5. Act as a lead facilitator for service redesign work focussed on end to end customer journey mapping to improve customer experience and make savings working in a variety of different services across the Council.
6. Ensuring change is managed effectively and consistently within each service review/project.
7. Manage and record costs of the delivery of the project including managing the process to request additional funding to support the project deliverables as necessary.
8. Ensure benefits are assessed at the start of the project and recorded throughout until project closure with lessons captured for the benefit of future projects within the overall programme.
9. Managing timely engagement, communication and information dissemination for the project and ensuring each project develops and implements a comprehensive engagement plan. Where appropriate, engaging with and managing external consultants supporting specific service reviews/projects.
10. To ensure all stakeholders within a service review/project use the chosen collaboration and file sharing tool for all project information ensuring all stakeholders have appropriate access to data and utilise the tool for the central storage and updating of the project's information
11. To reflect and learn from experience taking a proactive approach to personal development and learning about change management, modelling the Council's behaviours to others.

Scope of role

Required to manage and motivate multidisciplinary project teams.

There is contact with elected members, Chief Executive, Executive Directors, Senior Managers, partners, and the voluntary sector to influence and to work with them to find mutually acceptable solutions to problems, issues, and the management of risks.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Educated to degree level or equivalent relevant experience.	Formal PM qualification
Competence Summary (Knowledge, abilities, skills, experience)	<p>Proven record of ability in managing and delivering strategic projects ideally within a political environment.</p> <p>Excellent project management skills including risk, change and issue management.</p> <p>Ability to identify challenges and critical success factors for the success of each service review.</p> <p>Proactive approach to management of risks and issues resolution.</p> <p>Provides leadership and direction to project teams and key stakeholders.</p> <p>Ability to build productive relationships, persuade and influence Senior Officers and stakeholders.</p> <p>Ability to think critically and challenge project deliverables and progress.</p> <p>Able to take a creative approach to problem solving</p> <p>Proven ability to present complex information in an easily understandable way, both verbally and in writing.</p> <p>Uses negotiation skills and change control process to agree changes to scope, deliverables, resource costs and timescales on projects.</p> <p>Track record of leading work in a complex, multi stakeholder environment.</p>	<p>Knowledge of national policy relating to Local Government services and funding</p> <p>Good knowledge of business solutions in the public sector.</p> <p>Proven business case preparation.</p> <p>Experience of project managing property/community infrastructure projects</p> <p>Procurement experience</p> <p>Track record in working with charities, parish councils, voluntary and community organisations</p>

Experience of managing projects across organisational boundaries and with multiple stakeholders.

Experience of engagement and communications planning and activity delivery; including organising meetings and workshops.

Proven ability in demonstrating a wide range and high level of consultancy skills, with particular emphasis on collaborative working.

**Work-related
Personal
Requirements**

The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.

Ability to work flexibly balancing a number of competing tasks and projects simultaneously, often under pressure.

Excellent organisational skills.

**Other Work
Requirements**

Ability to attend occasional evening and/or weekend engagement and consultation meetings, if required.

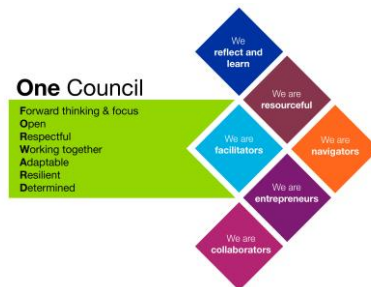
Must be able to demonstrate the Council's value and behaviours.

KEY CRITERIA

ESSENTIAL

DESIRABLE

Role models and demonstrates the Council's values and behaviours



All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.