



Project Delivery Manager

Grade: PO2/4

Directorate: Finance and Resources

Service: Digital and IT

Reports to: Programme Lead

Deputises for manager

Direct reports: none

Budgets: manages project budgets



London Borough
of Hounslow

Your role

You will be an active member of the Digital and IT team, with specific responsibilities for project delivery within the strategic relationships and programmes area, which helps ensure that the services and projects delivered meet our users' needs and are delivered to scope, quality, time and budget.

Your contribution will have an impact upon the practical implementation of the #1Hounslow transformation programme and the delivery of the Digital Strategy.

You are a Digital and IT ambassador, actively involved with embracing and leading change. You are outcome-focused and put Hounslow residents at the very heart of everything we do and every decision we take. You will live and breathe our values and behaviours.

You will go beyond your professional discipline and work across boundaries, within the organisation and beyond.

What you'll do

- Work as part of a team that manages the delivery of digital and IT projects and programmes.
- Manage technical and business change projects from inception through to transition to service, ensuring that the solutions meet user needs.
- Have a good understanding of the digital strategy and project portfolio and be able to articulate how the projects you are managing contribute to the overall vision.
- Participate in gathering and analysing the user needs, business and functional requirements and take ownership of creating a business case and scope that defines the project to be delivered.
- Ensure that every project considers non-functional requirements, including operability, security, performance, accessibility, usability, business continuity and disaster recovery.
- Instigate appropriate project governance mechanisms and reporting at the outset of the project.
- Plan, socialise and agree the project stages and tasks, including cost estimation and resource planning and ensure there is budgetary cover.
- Manage the project implementation, including matrix management of a variety of resources and third parties and ensure there are measures in place to evidence that delivery meets agreed quality.

What you'll do (continued)

- Ensure that risks, assumptions, issues, decisions and dependencies are tracked and managed, and that any likelihood of deviation from plan outside of agreed tolerance (including time, cost and quality) is raised with stakeholders and managed through project governance.
- Create and implement a project communication plan.
- Engage with new ways of working on project delivery, including the incorporation of service design and agile approaches, prototyping and the piloting of new products and services.
- Represent your project whether at approval stages or in showcasing its approach, delivery or technology.
- Be proactive in understanding the delivery of the overall portfolio and working with colleagues to discover synergies and integration between different pieces of work that will optimise our use of technology.
- Support the rollout of new or changed technology, helping service areas to understand, adopt and make full use of it.
- Implement successful transition into service of new or changed solutions as a standard part of project delivery.
- Run or take part in post-implementation reviews, learning what went well and what could be improved, and confirming benefit realisation.
- Assist in the conduct of elections as required.



- **Moving from PO2 to PO3**

- You can demonstrate how a project you have managed has improved the lives of our users and the provision of the council's services through harnessing digital opportunities.
- You can evidence that you have delivered a complex project from beginning to end, including developing the business case and scope, right through to post-implementation review and learning.

- **Moving from PO3 to PO4**

- You will be able to take a leading role in adopting new ways of working and can demonstrate the impact of the new approaches.
- You can show how you have taken a role in improving project delivery processes or governance.
- You are able to support, mentor and coach less experienced colleagues.

Progressing through the grades

These are the values that drive us

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas, keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

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- You will bring experience of working in a similar role in an organisation of comparable scope and complexity pursuing a transformational agenda.
 - You have a detailed understanding of a variety of project management approaches and can evidence having led the delivery of technical and business change projects, including the effective management of risk and benefit realisation.
 - You are skilled at stakeholder management and can matrix manage diverse resources and suppliers as a virtual team to enable successful project delivery.
 - You have excellent attention to detail, you can produce high quality documentation and you are experienced adapting your approach and style to the needs of the target audience.
 - You're skilled at translating technical concepts into non-technical language and understanding what communication is required for internal and external stakeholders.

Let's talk about you

- You are comfortable in managing project budgets and in dealing with commercial discussions with internal and external stakeholders.
- You champion change and support those around you to embrace digital ways of working.
- You have a practical approach to solving challenges and disputes and can influence and steer discussions to a positive conclusion.
- You have good facilitation and presentation skills and are able to lead workshops and training sessions.
- Accreditation or practical knowledge of using: ITIL Service Management, agile methodologies and project and programme management methodologies.
- **Qualification:** you hold a degree-level qualification or demonstrable work-based experience that evidences an equivalent level of attainment and competence in related disciplines.
- You engage in continuous professional development.

Let's talk about you
(continued)

Our digital strategy

Our vision is to use digital to create connected and inclusive communities in Hounslow supported by innovative and digitally-optimised services.



“Hounslow is on an exciting journey of transformation with digital embedded at the very heart. Our work will improve the lives of our communities through improved digital services, skills and connectivity.”

Mark Lumley, Director of Digital and IT

- [Read the Digital Strategy on our dedicated digital site](#)
- [Visit the Hounslow Council website](#)



- We are proud that Hounslow is a real community of communities and one of the most culturally diverse areas in the UK. Over 250,000 people live in the borough.
- It's an attractive place to live and work, with miles of river, canals, nature reserves and open spaces. The borough has some of the most beautiful parks and open spaces in London, with no fewer than five historic houses and landscape gardens. Covering 23 square miles, it stretches from Heathrow Airport in the west to Chiswick in the east.
- The borough features modern housing estates, quiet suburbs, green belt villages like Heston and bustling and fashionable cosmopolitan districts such as Chiswick.
- The borough has excellent transport links: the A4 and M4 run through the borough and the area has eight London Underground stations and seven mainline railway stations.

This is Hounslow

Our values have equality, diversity and inclusion at their very heart, best articulated in “Harness the Mix”. It's about breaking down barriers between our parts and people and unlocking the problem-solving power of our amazing mix of minds. We serve a diverse community, we have a diverse workforce and we are committed to being an inclusive employer.

We work hard to create representation across our workforce and leadership community, to encourage diversity network groups and to provide targeted learning and development programmes in order to eliminate inequality, injustice and bias.



Inclusivity

- **Annual leave** – generous annual leave entitlements starting from 24 days and rising to max 30 days.
- **Local Government Pension Scheme** – open to all employees, this is a tax approved, occupational pension scheme. Your contributions are based on a sliding scale according to your salary band.
- **Flexible working** – including job share and part-time working options.
- **Central locations** – the majority of our staff are based at Hounslow House, new purpose-built premises in the heart of Hounslow which is only a short walk away from the tube and overground stations.
- **Technology** – to support you working remotely or in the community.
- **Learning and development** – extensive in-house and external learning and development opportunities
- **Season ticket loans** – interest free loans for the purchase of annual British Rail and London Regional Transport Underground and Bus Season tickets from home to place of work.
- **Staff wellbeing services** - including access to Occupational Health, an Osteopath/Chiropractor and Employee Assistance Programme.
- See our website for additional benefits and information: [working for the council](#).

Employee benefits