

JOB FAMILIES ~ Technical

Job title: Senior Project Manager (career grade JM3 to JM4)

Level descriptor –JM3 to JM4

Role purpose:

The council is responsible for the delivery of a wide range of statutory and non-statutory functions that directly impact upon the lives of residents and businesses across North Somerset. Corporate Services Directorate provides a wide range of services both to residents, the council as a whole, our local schools, and some other employers. Many are strategic support services – such as IT and digital, finance, communications, business intelligence, human resources, and legal services. Others are services for the public, including benefits, customer services, electoral services, and registrars. Some services are provided in-house while others are commissioned and provided through contracts or partnerships, and some are traded.

The Senior Project Manager is responsible for a portfolio of multi-disciplinary projects across Corporate Services which drive transformational activity and contribute to financial savings. These projects support delivery of a number of strategies including our IT and digital strategies. The post holder has autonomy to develop and deliver these projects and will undertake research and recommend changes to service areas that contribute to service improvements and efficiencies. The Senior Project Manager is also responsible for the ongoing development and delivery of the council's Programme Management Office including the PMO toolkit, community of practice, and training offer.

The Senior Project Manager will lead and provide specialist and professional Project Management skills, practises, and procedures across Corporate Services and for the organisation as a whole. The postholder will be expected to proactively develop, implement, and embed new ways of working. The postholder will monitor and maintain service standards and proactively respond to programming and project issues.

The post holder is a fully qualified professional with substantial post qualification experience.

Typical activities

- Under the general supervision of the Head of Business Insight, Policy and Partnerships the post holder will manage a virtual team to develop and deliver the council's Programme Management Office including assurance, governance and reporting activities.
- Ensure that programme and project management functions are delivered in accordance with the council's Programme Management Office, Contract Standing Orders (CSO), Financial and Procurement regulations, and our Risk Management Strategy.

Knowledge, skills & experience

An approved professional qualification in a relevant discipline and/or extensive project management experience and practical experience of working with stakeholder groups giving rise to a variety of technical skills and thorough understanding of the challenges, work practices, legislation and processes in project management.

Significant post qualification experience in mixed models for project delivery to give knowledge and understanding equivalent to a further advanced qualification in the service area.

Experience in service development and embedding improvements into work methodologies.

- Lead on developing and agreeing the Corporate Services transformation portfolio and ensure robust and rigorous governance and reporting.
- Project lead on complex and high-profile projects within the Corporate Services project portfolio, liaising with the colleagues across the service and council including senior colleagues and councilors to ensure that whole project lifecycle solutions are developed and implemented for the most complex schemes.
- To be the daily point of contact for internal and external stakeholders where advice is required and where solutions are required to resolve project issues.

Main responsibilities:

- The preparation, design and implementation and delivery of a portfolio of projects across Corporate Services.
- Engaging with colleagues to ensure the most cost-effective use of resources and that value for money is achieved.
- Investigate, evaluate, and present justification and estimates for revenue programmes, including improvement and transformation projects.
- Develop an effective communication plan and manage effective stakeholder relationships to facilitate successful project delivery and overcome barriers to delivery.
- Ensure projects follow the correct control mechanisms to minimise the risk of unforeseen issues and establish a risk management plan. Monitor and track project milestones throughout the project lifecycle and address variances within agreed processes to take remedial action where appropriate.
- To assist the Head of Business Insight, Policy and Partnerships in the review and development of systems and procedures for effective customer engagement and improved working with other teams/services.
- Support and motivate a multi-disciplinary team of professional staff (internal and external) and participate in the development of partnerships to achieve the project and service delivery priorities in

Practical experience in service delivery and in leading others to deliver the service.

Knowledge and understanding of monitoring capital and revenue budgets.

Knowledge and understanding of risk management.

Knowledge and understanding of technical protocols and legislation involved in project management.

Ability to manage/organise own work and that of a team to meet agreed deadlines

Understanding and recognition of professional boundaries.

JM3/4 demonstrable Knowledge, Skills and Experience

Significant post qualification experience in leading and developing solutions and project delivery methodologies for complex projects.

Significant experience in partnership working at regional, sub-national and national levels.

Experience of successful project delivery within a transformational environment including knowledge of digital improvements.

Significant experience in contract management and commercial negotiations with contracting partners and external grant providers.

<p>the most effective and efficient manner commensurate with the Council's standards and procedures, and best practice.</p> <ul style="list-style-type: none"> • Formulate, direct and control the management of resources and ensure sound financial control and financial planning. • To prepare reports where needed and attend meetings of Council Committees and other statutory bodies. • Line management of project officers where needed. <p>Additional JM4 responsibilities:</p> <ul style="list-style-type: none"> • Provide advice on policies and priorities for input in to council and partnership programmes. • Undertake team planning and developments with the aim of improving performance, effective and efficient delivery, and greater customer care and satisfaction. • Participate in the preparation of the Service Plan and complete and deliver on an annual team plan • To provide leadership and direction on the council's vision, priorities and target operating model. To present this vision with confidence and enthusiasm and ensure that the Corporate Plan and vision is embedded in service delivery and design. 	
<p>Performance measures</p>	<p>Competencies</p>
<p>Quantifiable objectives ~ e.g. team performance, impact evaluation of service delivery, quality of records, etc Feedback from service users, colleagues and partner agencies Key Performance Indicators (where available) Line manager assessment</p> <p>360 feedback from staff and colleagues Performance of the team</p>	<p><u>Team Working</u> ~ Develops team members and encourages and empowers others, delegates work to get the best from the team. <u>Service user/ outcome focused</u> ~ sets challenging goals for self and others to achieve and improve service delivery. <u>Problem solving & judgment</u> ~ facilitates others to solve problems, breaks down complex issues into manageable parts and thinks through the implications of decisions. <u>Planning & Organising</u> ~ makes business plans to determine the work for self and others to meet the objectives of the service. <u>Business Awareness</u> ~ Understands the contribution the service makes to the organisation and partner agencies, thinks outside own area to appreciate the aims of other services.</p>

	<u>Leadership Standards</u> ~ demonstrates the behaviours set out in the council's leadership standards.
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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.

The entering of your name and date below will be treated as your signature for declaration purposes.	
Effective Date:	Issued on:
Name:	Date:

