

## Project Manager

**Permanent or FTC role (role profile will be the same, individual posts will be confirmed as one or the other), based in Kingston and Sutton**

**Grade:** J

**Reports:** Project Support Officer(s)

**Budgetary responsibility:** Depends on the levels of transformation work

### Shared Digital & IT Service

Digital and IT is a shared service between Kingston and Sutton Councils providing digital and technology services to both Councils as well as a number of arm's length companies. These companies are all different - in size, their customer groups and their aims. Digital & IT needs to ensure that it is able to deliver against all their organisational priorities through the use of a flexible service delivery model.

Many of the organisations we serve have already undergone significant digital and technological transformation. Digital and IT is committed to delivering great public services that are not only highly effective but also easily accessible. We've championed the digitisation of services as well as adopting a 'mobile first' model to ensure that this commitment is fulfilled. There continues to be great opportunity to revolutionise the way we deliver key services.

## Role purpose

The Councils are focused on delivering the best possible outcomes for their communities. To do this we need managers who thrive in a networked organisation and who can provide strong operational leadership.

There are a number of roles across the department at Grade K, J or I that are designated as Lead or Manager. These roles have a dual purpose in that they are expected to have specialist knowledge and skill within their own area and also play an active part in the operational management of their team. They will do this by:

- Understanding and supporting the Digital Strategy
- Working with their line manager and other leads/managers within the team to manage the team workload
- Directly managing a small number of reports and/or managing a virtual team working on a specific task or project
- Managing other resources such as physical or logical technology/software and vendor services
- Providing appropriate analysis and reporting within their area of expertise
- Coaching less senior members of the team both professionally and technically
- Acting as a lead across the department and the wider customer base in promoting, communicating and developing their area of expertise
- Seeking opportunities for innovation and collaboration
- Demonstrating the culture and values on a day-to-day basis.

All Lead and Manager postholders (at grades I, J and K) are expected to be able to deputise for their line manager (typically an L or M grade).

The Project Manager role reports directly to the Portfolio Manager or Programme Manager and is responsible for managing projects to support the delivery of the Digital & IT Programme of work. Its main purpose is to:

- Take responsibility for the definition, documentation and safe execution of small, medium and large-scale projects, actively participating in all phases of the project
- Ensure that project deliverables are completed within planned cost, timescale and quality and are signed off. Monitor costs, timescales and quality, taking action where these deviate from agreed tolerances
- Identify, assess and manage risks to the success of the project
- Effectively estimate costs, timescales and resource requirements for the successful delivery of the project(s) to agreed terms of reference
- Ensure that realistic project and quality plans are prepared and maintained and track all activities against the plan, providing reports to stakeholders as appropriate
- Manage the project change control procedure and gain and document agreement for revisions to the project(s) from project sponsors
- Carry out project closure and review activities, including the capture and actioning of lessons learned
- Provide effective leadership to the project team, which is likely to be a virtual team with members from across Digital and IT and potentially from the wider organisation
- Build and maintain relationships with business stakeholders
- Empower the team by creating a supportive environment for team members to excel at their roles and develop their careers within the department and the wider Councils
- Work within the ITIL framework.

### **Key activities**

#### Leadership

- Provides inspirational and constructive leadership to the Portfolio team to ensure high performance within a networked operating model
- Facilitates change and innovation, building a team culture that encourages innovative, smart and collaborative working
- Listens to, and works with colleagues to develop team goals in line with corporate strategy, and influences and motivates others to achieve this

#### Commissioning and Performance Management

- Commissions services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the Council's commissioning and contract management frameworks
- Translates internal and external intelligence in order to continually adapt and improve the services in line with demand
- Manages the performance of the team, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Develops operational plans to ensure that the resources within the teams are used to best effect and impact
- Ensures that the best use is made of financial resources and achieves balanced budgets and income and savings targets, as required.

#### Customers and Partners

- Builds strong working partnerships across the public, private and voluntary sectors to enable the service to be delivered in an outcome-focused and efficient way
- Promotes community cohesion and the Councils commitment to valuing diversity, ensuring the development and implementation of effective social inclusion

### Digital/New Ways of Working

- Continually looks for ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible
- Champions the use of new technologies, particularly Google, to enable modern working practices to thrive

### Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team management and service delivery

### **Corporate responsibilities**

The Council requires managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

### **The person**

In order to successfully deliver the responsibilities of the role, you will need to:

- Have strong leadership skills, modelling a performance culture and constructively building achievement, confidence and skills in others
- Question and challenge conventional thinking, with a continual eye on the bigger picture in terms of the corporate context and external environment
- Role model agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders including Members, residents, businesses, communities, partner organisations and other public services
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate a high level of innovation and creativity.

### **Experience**

- Experience of managing multiple Digital & IT-related projects concurrently
- Stakeholder management at a senior level
- Excellent communications skills, in particular, the ability to clearly convey complex technical concepts to a non-technical audience
- Experience in working at a strategic and tactical level to ensure that deliverables meet the business needs of the organisation
- An understanding of common project management methodologies such as PRINCE2, Waterfall, Agile - together with qualifications in these areas
- An excellent working knowledge of the main principles, methods, techniques and tools for the effective management of projects from initiation through to

implementation. For instance, product/work breakdown structures, baselining, critical path analysis, earned value, resource analysis, conflict resolution

- Experience in risk assessment, including the identification, assessment and management of project risks
- Significant experience in the development of project-related documentation, including Business Cases, Proofs of Concept, Prototyping, Feasibility Studies, Project Initiation Documents, Project Plans, RAID logs, Status Reports, Benefit Realisation, Closure Reports and Post-Implementation Reviews
- Excellent working knowledge of ITIL practices.

## **Our leadership competencies**

### **Leadership**

- Ability to demonstrate successful leadership and build a strong, capable and highly motivated team

### **Partnering for Excellence**

- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for the Councils and the community

### **Communication and Influencing**

- An ability to understand and respond to the evolving economic and social environment within which the Councils operates
- Seeks, listens to and responds to the views and ideas of staff and customers
- Keeps staff informed of information that affects them

### **Putting the Customer First**

- Demonstrate a strong commitment to service excellence, customer care and continuous improvement
- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of Council business

### **Being the Best**

- Support performance improvement by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions

## Our Values

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

Smart:

- Commercial acumen to find solutions and best value
- Agile working
- Customer driven, listening and responding to consistently deliver excellence

## Digital & IT Behaviours

In Digital and IT, we want to encourage behaviours that support the values of both of our Councils.

- Within teams and across the broader Digital and IT department, we'll be expecting more senior team members to play an active part in developing, mentoring and buddying the less senior members of the team, even if they do not have direct line management responsibility for them. This way, we aim to build a high-performing and flexible team that supports one another and is able to deliver both ongoing service and transformational change for Digital and IT customers and communities.
- All team members have the opportunity to develop and display leadership qualities by taking ownership of the work they do and being committed and present in their interactions with other team members and with our customers
- We expect every member of staff to invest in their own personal development and breadth of experience and capability. This is not achieved purely through formal training courses but also by getting involved, being inquisitive, challenging yourself and seeking out other opportunities to learn and to stay up-to-date with technology and business direction
- We have the responsibility of digitally enabling our Councils and communities - so every team member should be an ambassador for our solutions and technologies, whether or not they are in a technical role. We need to set the example by using our digital capabilities and facilities in full and with our customers so that they are inspired by what technology could do for them.