

Role profile

Job Title:	Project Manager	Grade:	15
Department:	Customer Services	Post no.:	64512
Directorate:		Location:	Perceval House

Role reports to:	Director Customer Services
Direct reports:	Project Support officer
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

To be an active member of the customer services management team responsible for managing a portfolio of council wide programmes and projects which deliver the council's channel shift strategy and manage the council's overall approach to customer contact for all services on behalf of the council.

To work corporately in partnership with all council departments to enable services to maximise value for money by advising on approaches to developing, promoting and utilising the most cost-effective customer contact channels.

- To provide leadership, planning and monitoring on cross council programmes and projects, as allocated by the director of customer services, to ensure the delivery of the council's vision and objectives, as defined in council commitments and agreed service plans, in accordance with all council standards and procedures.
- To set a series of targets relating to promoting the most cost-effective customer contact channels within customer services and the council as a whole and be accountable for their delivery.
- To continuously review existing automated systems, identifying and delivering improvements in partnership with the operations team to ensure all channel shift opportunities are exploited and maximum savings are achieved.
- To participate in the business and service planning process to ensure all projects are linked with the overall strategic direction of customer services and to recommend innovative approaches to service delivery in order encourage customers to access council services in the most cost-effective way.

- To input into the council's budget setting process and identify and manage projects which will contribute to achieving agreed savings targets.
- To work under own initiative to identify areas for improvement, challenge existing service delivery processes and technologies and develop and implement innovative solutions to promote channel shift, improve service delivery and performance and / or generate savings for the council.
- To identify, utilise and promote new technology to support the channel shift strategy and deliver its objectives.
- To build strong relationships, engage with and influence Members, external partners and council officers at all levels to promote the benefits of channel shift and deliver the council's channel shift strategy.
- To recommend, plan, manage and deliver a portfolio of projects, through consultation with the director of customer services and other departmental directors and heads of service, which have been identified in the service plans.
- To lead cross council programmes and establish project teams where appropriate, setting objectives, monitoring progress and reporting on outputs.
- To oversee all aspects of the programme or portfolio of projects using planning, monitoring and controlling processes in accordance with corporate policy and best practise project management techniques.
- To be responsible for the co-ordination and completion of the programme and associated projects utilising, but not exclusively limited to, a variety of tasks including setting deadlines, assigning responsibilities, monitoring and reporting on the projects process to the director of customer services in accordance with the project timetable and agreed tolerances.
- To manage the financial aspects of their programmes and portfolio of projects and authorise payments in accordance with their level of authority and within the project's cost tolerance. As agreed during the initial planning phase with the director or service head for the area, to which the project belongs

Key accountabilities

Challenge, Change and Improvement

- Application of work management, programme management, project management and performance management systems to measure work progress in both output and milestone terms.

- Setting direction for programmes and the projects within them, designing and delivering programme governance, producing project plans, team plans, product specifications throughout the 'life' of the project and agreeing this with internal and external staff/consultants involved in the delivery of the project
- To apply knowledge of programme and project management and the revised council policies, as informed by the director of customer services, to achieve the councils adopted improvement strategies and through the experiences gained on the project, inform the director of customer services of areas for improvement.
- To identify and prioritise opportunities for channel shift and service improvements across all service areas and lead project teams to implement changes. Report to high level project boards regarding any additional factors that will either achieve efficiency savings, reduce costs or provide greater returns on investment
- Develop relationships and liaise with key stakeholders such as Members, strategic leadership team, Ealing directors' group and other council departments, government agencies, voluntary bodies and other partnerships to ensure the project is delivered in accordance with the identified outcomes within the business case.
- Through contact with consultants/internal departments establish formal communication procedures and hierarchy of responsibility between them and introduce procedures to ensure that they work closely as a team.
- Developing and managing council wide programmes and a portfolio of projects, changing priorities and personal objectives ensuring that key deliverables are achieved
- Providing a two-way proactive communication environment within the programmes and the portfolio of projects with internal and external parties via a variety of media and approaches.
- To provide regular reports to the executive director resources and the director of customer services in line with programme and project plans as agreed by the director of customer services
- Effectively communicate relevant information to superiors and resolve and/or escalates issues in a timely fashion particularly if and when programme or project tolerances have been exceeded, whilst demonstrating the ability to communicate difficult/sensitive information tactfully.

- Leading consultation with service users, private and voluntary organisations, as required, in order to ensure the effectiveness of the project/service improvement is achieved so that the business objectives are met
- Responsible for budget management of portfolio, via robust and transparent monitoring, forecasting, corrective options identified and reporting of budget revisions and reductions to the responsible Service Head.
- Responsible for the management of an apprentice / project support officer including day to day supervision, setting objectives, managing performance and promoting learning and development

Other

- Ensuring all projects comply with the council's procedures including but not limited to Health & Safety, financial regulations and Contract Procedure Rules.

Key performance indicators

- Management of projects within agreed budgets and timeframes
- Officer / colleague / member feedback
- All generic corporate performance indicators

Key relationships (internal and external)

- Strategic Leadership Team
- Service Heads/Asst Directors
- Performance Management Team
- Members
- Director of Customer Services.
- Strategic Partners
- Suppliers
- Voluntary / Community Groups

Authority level

People

- Line management of an apprentice / Project Support Officer,
- To liaise with staff at all levels of the organisation to deliver the channel shift strategy.

Policy

- Responsible for delivery of key projects which have been indicated by service area plans

Budget

- Responsible for ensuring that their portfolio of projects is delivered within the project budget as indicated by the capital program.
- Sign-off level of authority £10,000

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Strong programme and project management skills, application of work management, and performance management systems to measure work progress in both output and milestone terms.
2. To be able to establish lead and manage a programme and its associated project teams including setting objectives, monitoring progress against agreed timeframes and budgets, resolving issues and reporting outputs
3. Self-reliant and well organised to be able to prioritise and manage a wide range of tasks and achieve results, sometimes within tight deadlines, strong management skills with the ability to set performance targets, monitor performance, develop strengths and improve on weaknesses. Forward and strategic thinking with the ability to anticipate emerging issues, develop creative solutions to problems and take the initiative to resolve.
4. Ability to build and develop strong working relationships with officers at all levels, members, external bodies, funding agencies, voluntary groups and other public services

5. Knowledge and application of legislation relevant to programme management, project management and service delivery e.g. Health and Safety, DDA, including requirements for public consultation.
6. Demonstrable effective use of a variety of ICT to store and retrieve information, monitor and evaluate business and individual performance and any application specific to the area.
7. Excellent communication, negotiation and influencing skills, with the proven ability to present to a diverse range of internal and external audiences using a variety of media and approaches.
8. Ability to identify the need for resource and subsequently take on team management responsibilities in relation to the resource available to the programme or project.
9. Excellent numeracy skills in relation to managing and analysing performance and budget data
10. Knowledge of budget management techniques and the ability to co-ordinate effective and robust budgetary management within the parameters of the programme and subsequent projects budget.

Essential qualification(s) and experience

1. Experience of managing and delivering cross cutting programmes and a portfolio of complex projects, including experience of dealing with external agencies
2. A minimum of two years' experience in a service improvement environment.
3. Experience of managing budgets and resources
4. Prince 2 foundation and practitioner or other equivalent qualification in project management

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards