London Borough of Redbridge

Project Manager
Job Description and Person Specification

July 2020

Job description

Job Title:	**Project Manager**
Directorate:	
Department:	
Team:	
Post number:	**tbc**
Grade:	**LBR11**
Hours/weeks: *E.g. 36 hours/52.14 weeks*	**36 hours/52.24 weeks**
Base location:	**Lynton House**
Reports to: *Job title*	**Programme Manager**
Responsible for: *Job titles of direct reports*	**Matrix Management of Project Support (numbers are project dependent anywhere up to 10 Project Support Officers)**
Role purpose and role dimensions: *Overview of the job*	The project manager will ensure that allocated projects are completed on time and within budget, that the project's objectives are met and that everyone tasked within the project are completing their allocated tasks. Project managers oversee the project to ensure the desired result is achieved, the most efficient resources are used and the different interests involved are satisfied. The project manager will be responsible for risk and issue management, Stakeholder engagement, planning and forecasting, business case creation, representing the transformation team, achieving set deliverables and ensuring benefits are realised.
Key external contacts: *Organisations*	Members; All levels of management across Local Government, Key partners and stakeholders; Residents; Contractors and Suppliers.
Key internal contacts: *Job titles or groups of staff*	LBR Directors and Heads of Service; LBR senior managers, LBR officers at all levels, (all are both operational and support based contacts).
Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.*	The delivery budget for transformation will be a multi-million pound delivery budget that flexes in line with projects currently in train. Projects can run into the multi-million pound bracket with respect to both savings and delivery costs, although in most cases they are likely to be hundreds of thousands.
Key areas for decision making:	• Authorisation of funding up to £50,000; • Allocation of people and other resources; • Building business cases involving organisational change, communications, finance, expected benefits, risks and issues; • Day to day project decisions to ensure the direction of travel delivers the expected benefits.
Other considerations: *E.g. working patterns*	Need to work across multiple locations within the Borough. Due to the diverse nature of the role extended hours will be required occasionally. Attendance at Committees and public meetings as required as will occasional evening meetings.

Key accountabilities and result areas:	**Key elements:**

Governance & Control	This will involve: • Implement consistent governance standards across the projects allocated, including tracking, monitoring and updating the status of project deliverables • Ensure robust, project controls are in place and are managed • Manage project level Lessons Learned; attend Post Project Review meetings to identify key areas of improvement to be captured into the Lessons Learnt repository • Manage the project level risks and issues register • Ensure Council audit processes are adhered to • Liaise with senior managers across the Council to ensure project plans are deliverable within stakeholder operational pressures • Manage, track and present project level benefits realisation • Conduct project team meetings to provide status updates and identify and resolve issues
Planning, Reporting & Control	This will involve: • Develop, own and implement the project plan, seeking contributions from key stakeholders • Organise workshops to identify areas of improvement for projects, documenting recommendations and presenting them to the Transformation Programme Manager • Prepare and present consolidated material from project reports for monthly updates • Develop and communicate clear and actionable deliverables, or activities to be completed • Ensure support resource is available • Agree project deliverables within the specified time frames • Ability to prioritise deliverables in line with the project sponsor's vision
Project management and project support	This will involve: Pre-Project • Creating Business Cases (scope, goals, deliverables, costs, timescales, plans, dependencies, resource requirements and milestones) • Ensuring pre-scope project plan is communicated to all project stakeholders together with their individual responsibilities • Develop, own and agree Project Initiation Project Management • Co-ordination of the publication, review and sign-off of Project Management deliverables • Ensuring project plans are created and maintained, deliverables tracked against time and cost, and resource utilisation is monitored • Owning and managing risk and issues in line with escalation protocol • Providing fact based advice and recommendations on project deliverables / direction of travel • An ability to work at a strategic level, planning and prioritising resources to meet delivery deadlines, targets and agreed work standards, seeking support when required. • Appreciation of confidentiality requirements associated with the project • Strong prioritisation skills
Management of officers on the Transformation Team.	This will involve: • Line management in line with Council policies and procedures • Coach, monitor and development of transformation resource • Up to 10 x Officers will be matrix managed by project leads • Some 1:1 line management may be require
To promote and embed a culture of change.	This will involve: • A need to develop a collaborative relationship with colleagues taking key strategic decisions together, supporting and challenging across all issues and where necessary shifting resources to other priorities. • Provide effective visible leadership to the project team ensuring that innovative products and services are developed within a positive and performance focused environment • Organising the various professional people working on a project
General accountabilities and responsibilities	
Green Statement	This will involve: ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	This will involve: ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. The Council will require an enhanced CRB Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertaken any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.
Management	▪ Write and prepare complex reports for Cabinet, Council Committees, Management Board and other meetings. ▪ Initiate continuous improvement projects and initiatives to ensure best value for the Council and communities.

Person specification

Job Title:	**Project Manager (SMART)**		
	Method of candidate assessment: A = Application form I = Interview T = Test. *Weighting: 3 = most important, 2 = least important*	**A - I – T**	Weighting
Minimum education/ qualifications:	• Prince 2 Project Management Certification desirable • Agile Project Management Certification desirable • Appropriate Business Analysis qualification or experience	A – I A – I A – I	2 2 2

Minimum experience/ knowledge/ skills:	Experience, which will included: • Experience of working in a multi-culturally diverse community; • Managing and supervising staff; • Experience of working within a structured project management framework • Programme / Project / Change management experience. • Cross Cutting Project Management; • Performance Management; • Experience of managing projects, or exposure to the end to end project lifecycle, or managing substantial parts of the project lifecycle • Managing budgets, contracts and other resources; • Knowledge of project management tools, methodologies and techniques • Experience of using MS Project.	A – I A – I A – I A – I A – I A – I A – I A – I A – I	2 2 3 3 3 3 3 3 3
Minimum competencies: Driving Improvement	• Seek continuous improvement to methods of work and personal improvement • Gives clear and honest feedback to colleagues and partners and embraces feedback about their own job performance • Has a high level of personal 'drive', energy and enthusiasm, able to demonstrate a capacity for sustained effort and performance • Be willing to receive further training as required • Strong focus on realising benefits • Proven track record of managing change with relation to planning, risk and issue management, change control and relaying key information. • Experience of delivering change in a complex organisation. • Experience of planning and executing those plans to achieve desired outputs and outcomes. • Experience of managing and delivering benefits realisation in line with intended outcomes • Ownership of change management deliverables	A – I A – I A – I A – I A – I A – I A – I A – I A – I A – I	3 3 3 3 3 3 3 3 3 3
Customer Service	• Experience of working positively with diverse communities. • Experience in delivering large scale customer orientated redesign in line with associated strategy • Confident in engaging at all levels of an organisation (internal and external) • Understands the needs and priorities of stakeholders, incorporating this into overall planning and monitoring • Builds trust and demonstrates integrity in all circumstances.	A – I A – I A – I A – I A – I	3 3 3 3 3
Adaptability	• Be flexible and have the ability to adapt to different challenges. • Willingness to shift and amend plans in line with corporate priorities • Adapting outputs to policy / legislation changes • Strong willingness to adapt to a changing landscape • Ability to manage change in a dynamic and changing environment • Able to manage a heavy workload and deal simultaneously with a range of tasks, activities and projects;	A – I A – I A – I A – I A – I A – I	3 3 3 3 3 3

Communicating and Influencing Others	• Able to present complex issues to and communicate effectively with a range of audiences; • Able to develop and maintain relationships with politicians and colleagues; • Confident communicator and negotiator to achieve expected results • Ability to present facts in a multitude of ways to achieve a common purpose and the right direction of travel	A – I A – I A – I A – I	3 3 3 3
Analysis and Judgement	• Understand the value of analysis and making difficult decisions under pressure; • Ability to interpret source information and present it in a way that enables decisions for senior officers • Ability to understand and interpret risks and issues, prioritising those for review • Ability to build project and programme plans from source data • Ability to manage and interpret complex implementation budgets • Able to make tactical decisions and be accountable for them when under pressure; • Ability to take day to day project delivery decisions in line with the sponsors vision • Ability to collate information from a range of sources and devise a vision for the long term and create and implement plans to deliver the strategy. • Has a keen attention to detail and ability to understand complex information in a short period of time.	A – I A – I A – I A – I A – I A – I A – I A – I A – I	3 3 3 3 3 3 3 3 3
For those with managerial responsibility **Leading and Managing People**	Matrix management responsibility: • A strong leader with energy and credibility, able to motivate a large diverse set of teams, achieving objectives and delivering consistent performance at the highest level; • Is effective in unifying and creating teams of people with disparate skills • Strong coach and developer of people	A – I A – I A – I	3 3 3
Strategic Perspective	• Instrumental in the forward planning and visioning of council change, with a heavy emphasis on the "Ambitious for Redbridge" strategic aims. • Has the ability to see the bigger picture whilst delivering short term goals; • Strives to do the "right thing", not just the "easy thing" • Delivers change in line with strategic aspirations of the Council • Is courageous and decisive, prioritises effectively, maintains a clear focus and sees action through to delivery • Able to work with autonomy to deliver common goals	A – I A – I A – I A – I A – I A – I	3 3 3 3 3 3
Other job requirements	• Demonstrate the highest standards of conduct and integrity. • Able to implement effective diversity policies • Commitment to promoting diversity in the workplace	A – I A – I A – I	3 3 3
Signature of Employee:	**Name:**	**Date:**	