Role Title:	Senior Project Manager		

Directorate:	Resources	Grade:	LBR 14

Department:	IT	Hours/weeks:	36 hours/52.14 weeks

Function:		Post number:	

Team:	Programme Support Services	Base/location:	Lynton House

Reports to:	IT Strategy Programme Team Leader

Responsible for:	Project teams as assigned

Role and Context

Overall Role Purpose:	Senior project managers are responsible for all aspects of delivery of assigned IT programmes and projects. You will be responsible for ensuring that the projects you manage follow the council's governance framework to ensure that all stakeholders understand the how the project will be delivered and how decisions will be reached and communicated. You will be responsible to ensuring that the business case, the project brief, the delivery plan and benefits management plan are aligned to produce the outcomes which the sponsor and other stakeholders expect. You will report on progress without at any time glossing over problems or risks to the delivery plan. You will communicate with all stakeholders, the IT service and other effected parties to preempt problems and ensure that projects will be delivered within time and budget constraints. You will work proactively to ensure the success of the projects entrusted to you, anticipating potential problems and delays and taking action to preempt them.

Role Context:	The IT service delivers projects initiated within IT and on behalf of business units, from a small core programme office, supplemented by temporary additional staff with specific expertise.

Key Accountabilities and Result Areas

Strategy and Planning	1. Assisting in the scoping and formulation of projects from initial ideas and aspirations of the business. 2. Planning, scheduling, monitoring, and reporting on delivery of assigned projects. 3. Resource scheduling to ensure on-time delivery of the project. 4. Forecasting realistic project outcomes and planning benefits realisation after project delivery.

Operations and Support	*SFIA Project management: Level 6* *SFIA Requirements definition and management: Level 5* 1. Effectively estimates and then controls costs, timescales and resource requirements for the successful delivery of projects. 2. Ensures that realistic project and quality plans are prepared and maintained and tracks all activities against the plans, providing regular and accurate reports to boards and stakeholders. 3. Monitors costs, timescales and resources used, and takes action where these deviate from agreed tolerances.

	4. Manages project change control procedures and ensures that only approved, documented changes in project scope are accepted. Gains agreement for revisions to projects from project sponsors. Evaluates and makes recommendations/decisions on technical options as appropriate. 5. Ensures transparency and completeness in project reporting and communications.
Systems and Process Development and Improvement	*SFIA Benefits management: Level 5* *SFIA Change implementation planning and management: Level 5* *SFIA Business process improvement: Level 5* 1. Supporting the work of the Programme Office and the IT service in general to deliver the IT programme. 2. Contributing to improvement in the project governance and management framework. 3. Contributing to and influencing the council's IT forward plan from their knowledge of potential future projects.
Communication Partnership	*SFIA User experience analysis: Level 5* 1. Building strong, positive working relationships with key customers across the council and with our external customers. 2. Provide up-to-date, objective project monitoring data to the organization, enabling open communication on the achievements of the IT programme. 3. Maintain good relationships with commercial partners who supply resources to project delivery.
Performance and Standards	*SFIA Quality assurance: Level 4* 1. Applying professional standards of project management to the work. 2. Validating the accuracy of information reported to project boards and stakeholders before it is presented to them. 3. Applies maturity of judgement and realism in assessing information and statements from interested parties.
Key Performance Outcomes	1. Delivery of assigned projects, on time and to specification. 2. Accurate financial record keeping and reporting. 3. Operation of effective, proportionate programme governance. 4. Appropriate, accurate and informative communication to stakeholders and the wider council. 5. Maintaining the confidence of stakeholders including members and directors, enhancing the reputation of the service for successful project delivery.
Resource Management	1. Mentoring colleagues when required. 2. Ensuring that project activities and resources are clearly attributable and accounted for. 3. Ensuring most economical and efficient use of project resources. 4. Works within resource constraints and ensures any risk of deviation or overspend is noted and managed.
Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification			
Knowledge & Experience		*Method of candidate assessment: A = Application form I = Interview T = Test*	A - I - T
Statutory or Mandatory qualifications:		No mandatory qualification required	

Educational Ability	Degree or equivalent qualification	
Key Subject or Content Areas	• Prince 2 Practitioner or equivalent qualification (Essential) • ITIL® Foundation (Essential: higher levels desirable) • Quality Management Certification (Desirable) • Managing Successful Programmes (Desirable) • Experience of practicing Agile project management techniques	
Knowledge / Experience	MS Office 2016 Office 365 Project management software and project breakdown structures using MS Project or equivalent tools	
+ Knowledge / Experience	Operation of governance frameworks within local authorities Portfolio, programme and project management experience Project planning, management, evaluation and quality assurance techniques, Project planning and monitoring of projects involving multiple stakeholders and interest groups Risk Management Financial management of projects over £50,000. An excellent working knowledge of the principles, methods, techniques and tools for the effective management of projects from initiation through to implementation. Significant experience in the development of business cases and prototypes to demonstrate or evaluate the feasibility and potential benefits of applying a particular solution. product or toolset to meet a business need Excellent communications skills, both in providing and in receiving and interpreting information. Excellent working knowledge of ITIL practices. Experience of managing supplier contracts to ensure that suppliers deliver according to their responsibilities. Experience of negotiating contracts for the supply of IT products and services.	
	Dealing with multiple concurrent issues calmly and methodically, enhancing the reputation of the IT service. Able to resolve conflicts between technical and business priorities and objectives Motivating project teams to deliver excellent services in all circumstances Establishing credible relationships within IT and the business, acting as a respected and authoritative representative of the IT service.	
Management	Ability to influence and motivate individuals to collaborate and to project objectives. Able to lead project participants and stakeholders, and to win the cooperation of others who are not instinctively motivated to cooperate. To develop and maintain good working relationships with internal and external customers and stakeholders. To share and cascade relevant information as necessary to the wider project team. Ability to coordinate the work of project teams on a day-to-day basis to ensure others' activities are completed effectively to required standards.	
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	
Effective and Collaborative Team Working	To take responsibility for personal development and actively participate in all learning and development. To participate in the ongoing development, implementation and monitoring of service plans. To support and contribute to value for money, service efficiency and improvement.	

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Team:	Programme Services	Base/location:	Lynton House

Key areas for decision making:

Please describe the decisions that the job holder will be expected to make themselves in the course of their job, and those they will be expected to refer to others, including their manager.

Please give three examples of decisions that the job holder will make themselves. These should be in relation to the most important responsibility statements	• Allocation of tasks within projects
	• Recommendations for risk management to project boards
	• RAG ratings for projects; content of project reports
Please give details of any legislation, policy, process or procedure that are referred to or worked within in order to make decisions.	• GDPR, DPA, FOI • PSN • IT service procedures • Council standing orders for authorisation of expenditure • Purchasing through public frameworks
Please give three examples of decisions that the job holder will refer to others. State who is responsible for each decision	• Decision to approve, suspend or terminate projects (Project Board)
	• Quality standards for project outputs (Customer / Project Board)
	• Assignment of project resources (IT Strategy Programme Team Leader)

Role Dimensions

Does the job holder have any financial responsibilities?

a) Please give details of the budget, grants and contract responsibility, both directly and indirectly relevant to the job.	Not a budget holder but responsible for monitoring large capital budgets and adherence to project budgets
b) Does the job holder have sole responsibility for any financial aspect? I	No

Does the job holder have any responsibility for physical resources?

a) Please give details if the role is personally responsible for the proper use and safekeeping of equipment, stock, materials and/or buildings.	No

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Does the job holder have any staffing responsibilities?	
c) Please give details of the number of workers line managed and/or supervised by the job holder; and the number of workers managed overall. Please also indicate the total staff costs involved.	Contract staff from time to time. Staff allocated to project work (for the duration of that work)
Please include structure charts when submitting any job for job evaluation and grading	

Key Contacts

Give details of the key people that the job holder has significant contact with, why, and how often.

	Job Title (or group) + Organisation for external contacts	Frequency of contact	Role and Reason for contact
Key Internal Contacts	IT service managers and staff Business managers Members Project board members Project staff in other council services	Daily	Negotiating allocation of resources Customers and project stakeholders For training and development
Key External Contacts	Local authority project / programme managers External suppliers		For knowledge sharing As project stakeholders / suppliers

Physical and Environmental Conditions

Provide details of any physical requirements or environmental conditions that the job holder will encounter over and above those expected in a normal office environment? Including how long they last and how often they occur (see guidance).

Physical Effort	
Working Environment	Office based with homeworking possible

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