

Role Profile and Specification – Service Improvement Delivery Project Manager

Service Area	Corporate Resources
Role Title	Service Improvements Delivery Project Manager - Future Tandridge Programme
Location	Oxted/Agile
Reports to	Chief Finance Officer
Grade	M3
Duration/Hours	12 Month Fixed Term Contract, 37 hours per week

Job Purpose

Project delivery manager required to join the Future Tandridge transformation programme at Tandridge District Council to deliver savings and benefits to the council and its residents.

To ensure that the project delivery is scoped and delivered to time and budget using standard project management techniques, whilst working with stakeholders to build excellent relationships.

Key Objectives

Create plans and deliver benefits defined in the business cases taken to committee.

Specific Responsibilities

- Work with the team and external parties as required to create plans for delivery of the benefits as laid out in the business cases taken by Services to committee in September 2022 and lead on future business cases being developed for committee approval in 2023
- Ensure standard documentation such as project initiation documents, plans and progress reporting for service areas are developed as required
- Create the project plans required to deliver the benefits and deliverables as identified in each report/update or business case
- Control project scope and propose any variations to scope and budget to the programme manager and sponsor
- Identify, resolve or escalate issues as necessary, invoking escalation procedures when necessary
- Capture and manage project level risks, escalating to programme where applicable
- Work closely as required with other colleagues to ensure that overall project and business requirements are satisfied
- Ensure the project produces the required products within the specified tolerances of time, quality, scope, risk and benefit.
- Be responsible for the project producing results capable of achieving the benefits defined in the business case.
- There are a range of projects to be delivered within the programme and the Project Manager will need to understand the journey of both the council and the services to ensure that projects compliment the vision and objectives.

Accountabilities:

Analysis, Reporting & Documentation

- Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.
- Analyse and make recommendations for improvement or development of existing systems, processes or policy.

Planning & Organising

- Plan workloads and secure resources to enable the team/s to achieve a quality service.
- Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery.

Finance/Resource Management

- May assist with budget/resource/funding management in accordance with the council policies and procedures.
- May have delegated responsibility for a budget(s).

Work with others

- Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

Person specification

Qualifications / Education

Essential	Desirable
Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. Formal project management qualification such as PRINCE2 or APM or ability to demonstrate equivalent experience.	Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines such as HR, finance, law, marketing, communications.

Experience

Essential
<ul style="list-style-type: none">• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.• Ability to understand, meet and exceed customer expectations.• Proven problem-solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.• Proven ability to manage a range of projects through to completion.

- Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.
- Previous management experience including staff supervision, development and organisational skills.
- Proven track record of delivering projects, ideally in the public sector.
- Ability to think innovatively and design and deliver client-oriented solutions.
- Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes.
- Ability to work collaboratively with internal and external teams.
- Proven ability to manage budgets and available resources to deliver effective support to their areas of responsibility.
- Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.
- Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change.
- Proven ability to assess risks and benefits in a complex environment and respond appropriately.
- Substantial experience in successful leading, motivating, coaching and mentoring and developing staff.
- Ability to understand, meet and excel customer expectations

Key Skills and Knowledge

Essential

- Experience of delivering projects in the public sector, on time and on budget
- Excellent record of stakeholder management
- Strong leadership and people management skills
- Understanding of the broad requirements of the data protection principles
- A commitment to equality and diversity