

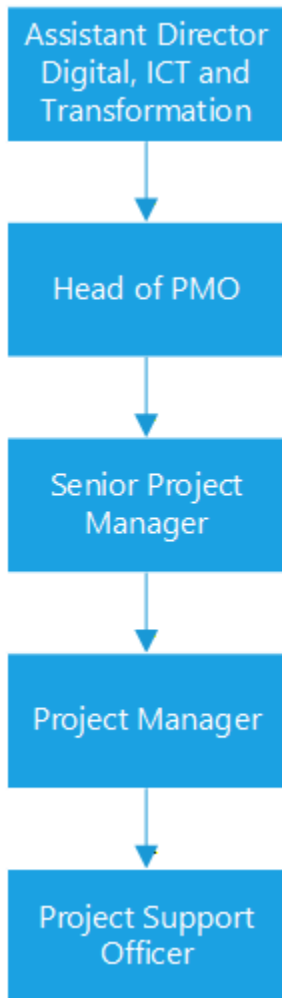
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Corporate Services
SECTION:	Digital, ICT and Transformation - PMO
LOCATION:	Number One Riverside
JOB TITLE:	Senior Project Manager
POST NUMBER:	
Grade:	10
Accountable to:	Head of PMO
Accountable for:	
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council. This post is not Politically Restricted in accordance with the current regulations

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

Act as a strategic partner to senior stakeholders to understand their current and future transformational needs. Establish and agree development plans with delivery teams and the business and manage the delivery of those plans. Lead a team of Project Managers to provide consultancy and implementation management services, ensuring the successful delivery of business change and technology solutions that meet business needs.

- working with the Head of PMO, Transformation Business Partner and other relevant colleagues to proactively engage with the business to understand their current and future transformational needs
- overseeing programmes and projects delivered by Project Managers and Business Analysts, monitoring project health and timelines
- leading a team of Project Managers to provide consultancy and implementation management services, ensuring the successful delivery of ICT solutions that meet business needs.

- taking responsibility for the day-to-day management and implementation of corporate-wide technology and business change projects and programmes.
- liaising with Business Analysts on documenting changing requirements in relation to ICT systems
- supporting customers in relation to procurement of business information systems
- ensuring all activity maximises return on investment and delivers maximum value for money

This role is pivotal in guiding the team towards achieving strategic business objectives and enhancing overall efficiency and effectiveness at the Council.

Control of Resources

Personnel

This is subject to change as the role operates in a matrix management method. Different staff will report into this role and this role will report into different staff depending on the nature of the work and project plans

Financial

Direct responsibility for significant capital budgets associated with transformation and change projects and programmes.

To perform financial assessments in the form of Value for Money, Return on Investment and Total Cost of Ownership studies on technical ICT based systems

Equipment/Materials

Access to software will be reviewed by Service Delivery and Security Manager and assigned / implemented using the change management process.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

Line management responsibilities for Project Managers and Project support officers. Manage and oversee the work of Project Managers and Project Support Officers.

Reporting to the Head of PMO and working alongside the PMO team and stakeholders across the organisation that are relevant to transformation programmes and projects. Colleagues in ICT Services, officers within the wider authority, Leadership, Councillors, partners, school staff and Trade Union officials.

External

Community groups, voluntary organisations, members of the public, partners from external agencies, training providers and suppliers of goods and services.

Responsibilities

The post holder must -

- i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

PRINCIPAL DUTIES

Leadership and team development:

- Leadership, management and prioritisation of the central core team of Project Managers and other project support staff. Support the Head of PMO in the effective and timely prioritisation and allocation of team resources to support service improvement and change projects. This will involve timely liaison with relevant stakeholders and effective prioritisation recognising the needs of the business and the Council.
- Provide strategic leadership and mentorship to the project management team, setting direction, defining standards and fostering a collaborative and innovative environment.
- Deputise for the Head of PMO as required.

Programme and project management

- Contribute to high-level decisions on project prioritisation, resource allocation and risk management in liaison with the Head of PMO, senior management and the relevant boards.
- Chairing or co-chairing project and programme boards for projects and programmes that cut across multiple services areas.
- Be an escalation point for risks and issues on specific projects and programmes and implement sufficient controls to ensure that all risks are minimised, mitigation plans are in place and issues are proactively identified and managed.
- Provide the capability to recognise and exploit where information process redesign or technology can deliver business efficiencies and ensure business cases are robust and identify benefits, costs, resources, deliverables and timescales.
- Oversee the planning, execution and delivery of several technology and business change projects, acting as Programme Manager as appropriate, ensuring strategic alignment, resource optimisation and delivery of required outcomes. and providing matrix management and mentorship to project stakeholders as required
- Recognise and manage project and programme interdependencies, conflicts across projects and programmes and escalate to the Head of PMO and senior stakeholders as appropriate.
- Provide strategic reporting and insights to the relevant boards, senior management and leadership, as required to maintain transparency and aid decision making. Continuously analyse project and programme viability in relation to deliverables, benefits, timescales, risks, issues and cost.
- Identify the training and development requirements associated with the introduction of new IT systems/infrastructure
- Ensure all activity aims to lower 'total cost of ownership' (TCO), drive 'value for money' (VfM) or see a 'return on investment' (ROI).
- Maintain an up-to-date understanding of the planned and existing technical infrastructure: how it inter-operates; dependencies and limitations and utilise this to develop system and solution specifications through consultation of technical and business experts.
- Ensure the Project Management team adheres to best practice Project Management principles (e.g. PRINCE2, Waterfall, Agile) and processes in all projects managed, clearly defining customer expectations prior to implementation through a methodical approach to requirements capture and solution design.
- Operate and enhance a centre of excellence for Project Management, promoting best practices within the PMO team, transformation programme and the wider Council.

Business engagement, analysis and solution design

- Responsible for the identification and documentation of new ICT business systems, relationships between systems in the ICT Service catalogue, and relationships between those systems and related business processes

- Proactively engage with business areas to fully understand the services they deliver, their business processes and the ICT systems on which they rely.
- Responsible for identifying and optimising lean business processes in the wider Council, ensuring benefits are owned, documented and tracked.
- Support the business in conducting feasibility studies, research and development plans and business needs case analysis.
- Enable culture change and embedding business change in services by supporting employees to see the potential in new ways of working and to overcome fears and resistance to change.
- Work closely with the ICT Operations teams, Technical Design Authority and other ICT colleagues to ensure production of detailed technical designs and specifications.

Communication

- Develop strong and influential networks and partnerships that drive forward innovation and improvement.
- Liaise with other service areas and/or external agencies where required at relevant stages in each project/programme
- Ensure effective communication at all levels across the council and with external agencies
- Present information at various stages throughout projects, influencing, persuading, and negotiating on complex issues where required.

Continuous improvement and innovation:

- Stay abreast of industry trends and best practices in project and programme management, promoting a culture of continuous improvement within the team.
- Encourage innovative thinking and the adoption of new tools and methodologies to enhance project and programme management practices.
- Ensure the Project Management team build on current understanding to stay informed about emerging technologies and digital trends and assess their suitability to the organisation.

Secondary Duties

- Responsible for maintaining an understanding of Council strategies and direction, ensuring all activity aligns appropriately.
- To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

- We operate in a Matrix Management environment with both people (line) managers and assignment managers (for project work), the postholder must be willing to work in this way when required.
- Undertake training and development to enhance existing skills, as and when required by your manager.
- Keep up to date with departmental and Council information, by attending meetings, seminars, reading appropriate communications and discussions with colleagues.

Job Description prepared by	_____	Date	_____
Agreed by Postholder	_____	Date	_____
Supervisor	_____	Date	_____
Service Director	_____	Date	_____

**Rochdale Borough Council
Person Specification**

Service :	Corporate	Post:	Senior Project Manager
Section :	Digital, ICT and Transformation	Post Number :	
Job Ref:	002610	Grade:	10

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria		Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions			
2	Are you able to work flexibly and on occasions work out-of-hours with reasonable notice, where required?	E	Interview
(b) Qualifications, skills and knowledge			
3	Have a relevant accreditation (PRINCE2, Lean, MSP, etc.). Have equivalent experience with a demonstrable ability and willingness to learn and obtain a current qualification in the future	E	AF, I production of certificate at interview (if applicable)
4	An excellent communicator and experienced in developing effective working relationships with colleagues, third party suppliers and customers	E	AF, I
5	Able to work under pressure, review and re-prioritise your own and your team's workload to meet shifting deadlines?	E	AF, I
(c) Experience			
6	Experience of leading a team and building and leading a community of practice for Project Managers, defining requirements, standards and best practice	E	AF, I
7	Have experience of establishing and agreeing deliverables, plans, resources, and funding relating to ICT projects prior to implementation	E	AF, I

8	Clear understanding of change management principles, processes and procedures through experience of working in a project environment of a large complex organisation undergoing change.	E	Interview
9	Experience of collaboratively working with stakeholders to manage multiple complex projects and programmes from initial mandate through to development and delivery; ensuring solutions are delivered within the timescales, budget, and quality expected	E	AF, I
10	Experience of implementing sufficient measures and controls to ensure that all risks are identified and minimised with mitigation plans in place	E	AF, I
11	Experience of developing successful relationships and managing and influencing stakeholders to embrace change and achieve customer-focused, highly usable business solutions	E	AF, I
12	Experience of maintaining accurate and up-to-date project and programme documentation including reporting in progress and project/programme health to senior management and leadership	E	AF, I
13	Can analyse project viability in relation to deliverables, benefits, timescales, risks, issues and cost; intervening or escalating when appropriate and producing any necessary reports promptly.	E	AF, I
(d) Behaviours and Values			
14	Approach the job at all times using the values set out below: •Proud of the difference we make; •Passionate about the diversity of the Borough; •Pioneering and Open in our approach. Please confirm you are willing to adhere to these values and behaviours.	E	AF/I