Project Manager — Role Profile

Service: Transformation – Strategy & Resources Directorate
Band: Band 9
Reporting to: Programme Manager
Responsible for: Managing Business Change Support Officers / Project Support Officers, where allocated

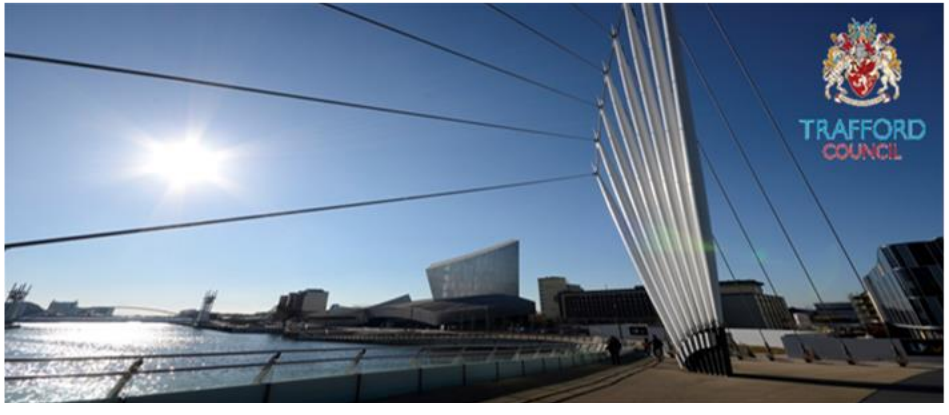
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford Council are looking to recruit a Project Manager within the Transformation team who will take a key role in implementing change programmes that sit at the heart of Trafford Council's corporate focus and future plans.

The successful candidate will work with a diverse range of partners to deliver full system change, gaining exposure to exciting work programmes and building relationships with senior stakeholders in order to make best use of the Council's resources.

Trafford Council are looking to recruit motivated and organised self-starters who want to develop their project management skills working as part of a wider Project Management Office and supported by colleagues in the Transformation, as well as Policy and Intelligence & Insight colleagues as part of Trafford's Business Intelligence Unit (BIU).

Working to ensure projects and dependencies are managed across the business, this role will involve trialling new ways of working to help future-proof the Council's services and systems, delivering sustainable and meaningful change. The ideal candidate will embody Trafford Council's EPIC values of empowering, being people-centred, inclusive, and collaborative in all ways of working.

Your Main Priorities

- Working with the Senior Responsible Officers (SRO) to deliver projects/programmes on time, delivering the benefits realisations which support better outcome for residents or achieve efficiencies for the Council.
- Establishing and maintaining good working relationships and effective communication with colleagues and senior managers in relation to project management and service design, which should be based on efficiency, effectiveness and exceed customer expectations.

Key duties

- Adopting recognised project management methodology in the planning and delivery of work plans for a multiple/and or complex projects.
- Leading senior management and the project teams to consensus on the project scope to ensure a clear understanding of the areas of the business involved.
- Effectively supporting the process of change in partnership with colleagues within the Business Intelligence Unit structure to those across the business using engagement and communication tools and techniques.
- Preparation of project plans detailing all activities and resources required to deliver projects to agreed time, cost and quality standards.
- Identifying and working closely with relevant representatives from within the business areas to make sure projects are progressing on time, on budget and to the right quality standards.
- Establishing project timelines with key milestones identified.
- Organising, facilitating, and delivering engagement with stakeholders throughout the project life cycle.
- Understanding the complexity of financial implications and highlight to appropriate stakeholders/SRO.
- Managing and monitoring programme/project budgets including forecasting, tracking variance and impact of change control.
- Establishing and mobilising project level governance for delivery assurance, ensuring established links into wider governance arrangements.
- Capturing and managing project risks and issues escalating according to agreed governance assurance mechanisms.
- Undertaking available training and development opportunities, show a commitment to continuous development and share own knowledge and skills to support the continuous development of colleagues through peer mentoring, skills share, and a collaborative approach.
- Undertaking any other duties, commensurate with the job grade that may arise, as required.

About You

Qualifications and Professional Development

- A degree or equivalent qualification/experience in a related subject
- Personal commitment to continuous self-development and the development of your colleagues through participation in training and development activities such as skills transfer

Experience and Knowledge

- Proven experience within a formal project environment within a large and or complex organisation
- Significant involvement and completion of at least two end to end project lifecycles with at least one project of high complexity
- Strong understanding of project management methodologies and how these support successful delivery of projects
- Understanding of local government and the political context
- Understanding of how people respond to change and experience of co-designing, collaboration and engagement activity'
- Detailed understanding of risk management
- Experience of developing lesson learned logs
- Proven experience or knowledge of effectively leading and managing teams.
- Experience of stakeholder management

Skills and abilities

- Strong ability in the use of Microsoft Office 365 in particular SharePoint, Teams and PowerPoint
- Ability to work as part of a team, positively promoting teamwork and transferring skills to project team members through coaching/mentoring and managed skills transfer
- Excellent planning and organisational skills and self-motivation and drive to complete tasks to required timescales and quality standards
- Able to work under pressure in a fast-paced environment and capable of delivering to short timescales
- Customer orientation and the ability to develop excellent working relationships with people at all levels
- Flexibility to adapt to changing workload demands and new organisational challenges, whilst maintaining focus and objectivity
- Pro-active, a self-starter with the ability to work with minimum supervision, will need to be able to use own initiative and set own deadlines; strong time management skills are essential
- Work closely with subject matter experts/other service colleagues to understand impact and outputs aligned to their service areas (Finance, HR, ICT, Legal, etc.)
- Good communication skills, clear, concise and attention to detail verbally/written
- Report writing skills to include business cases, option appraisals, project reporting and briefing papers
- Can demonstrate shaping project plans by linking to the scope of work
- Ability to proactively influence and negotiate successfully with a wide range of stakeholders, organising, facilitating and delivering progress meetings when required, whilst showing sensitivity to cultural and political needs/issues
- Ability to build relationships and credibility in order to gain complete participation in projects for change

- Ability to develop plans over medium to long term, think strategically and anticipate risks, opportunities and obstacles
- Ability to analyse and interpret key data and to formulate innovative and creative solutions to problems
- Ability to define business requirements in accordance with project scope and shape project plans accordingly
- Ability to evaluate programmes/projects including project closure reports, identifying lessons learned and sharing good practice'
- Ability to effectively lead and manage teams

Special Conditions

- Willing and able to travel to sites within the Trafford Borough
- Unsocial hours/weekend work may be required
- This is a hybrid position i.e. minimum of 2 days per week from the office

Date prepared/revised	AUG 2022 / OCT 2025
Prepared/revised by	A Ibrahim / C O'Connor / C Jennings / I Chunara
Job Evaluation	Existing Evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and