



Project Manager Role Profile

Service: Transformation
Grade: Band 9
Reporting to: Programme Manager
Responsible for: Business Change Support Officers and/or Project Support Officers, where allocated

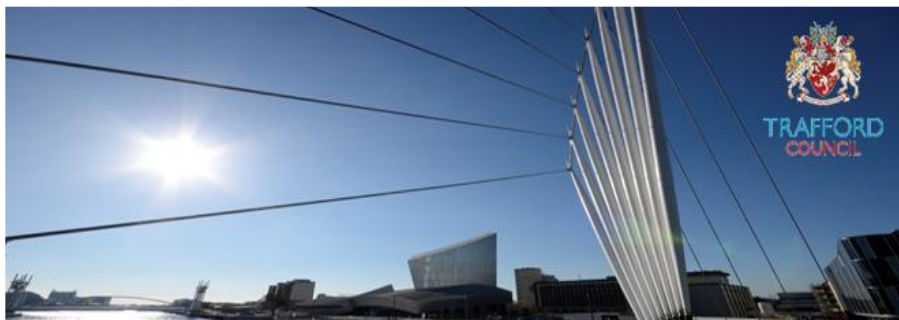
About Us

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 are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford’s huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It’s about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



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 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 Modernisation team, 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

- Work with the Senior Responsible Officers (SRO) to deliver projects/programmes as on time, delivering the benefits realisations which support better outcome for residents or achieve efficiencies for the Council
- Establish and maintain 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

- Adopt recognised project management methodology in the planning and delivery of work plans for a multiple/and or complex projects
- Lead 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 support 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
- Identify and work 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
- Organise, facilitate, deliver engagement with stakeholders throughout the project life-cycle
- Understand 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
- Establish and mobilise project level governance for delivery assurance, ensuring established links into wider governance arrangements
- Capture and manage project risks and issues escalating according to agreed governance assurance mechanisms.
- Undertake 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
- Undertake 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

- Proven experience or knowledge of effectively leading and managing teams

Skills and Abilities

- Strong ability in the use of MS Office software tools. Familiarity with collaborative working IT solutions is desirable (e.g. OneDrive/Teams)
- Ability to work as part of a team, positively promoting team work 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, key project reporting and briefing papers
- Can demonstrate shaping of 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

Unsocial hours/weekend work may be required on occasion.

Date prepared/revised: November 2025

Prepared/revised by: Jennifer Clarke

Job Evaluation: December 2021

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 development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.