Job Description

Job Title	Project Manager
Directorate	Strategy and Change
Service Area	ICT
Grade	8
Competency Level	2
Salary	£43,421 - £48,474
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A8537

Job Purpose

The Project Manager will manage a number of ICT focussed projects from inception through to closure, delivering products and services within agreed time, quality and cost parameters. They will lead project teams and develop relationships with stakeholders to ensure success.

The role will manage projects where:

- There is a clear and agreed Sponsor

- The project team resources come primarily from a single Directorate/Division. Resource may also come from 3rd parties
- Stakeholders will be at all levels up to Director level
- We know what the projects need to achieve and deliver but we may be unsure of the types of activity needed to deliver the project
- Risks are schedule-related, known, and within the control of the project
- The project will need clear and concise communications at all levels of the organisation

Directly Responsible For:

No line management responsibilities.

Directly Responsible To:

Project Team Manager or Programme Manager

Main Areas of Responsibility:

- **Shaping and definition of projects:** Ensuring there is clear agreement about the objectives, required outcomes, business impacts, delivery approach and sequence of initiatives to be delivered
- **Planning:** Plan at the level appropriate to the complexity of the project. This could include transition state planning through to project delivery schedules
- **Delivery:** Successfully deliver several diverse projects at once and identify and address critical 'hot spots'
- **Resource management:** Ensure the availability of the right skills to the project at the right time and manage utilisation to appropriate levels. Post holder has some responsibility for the procurement of goods/services that relate to the projects that they lead on

- **Robust estimating:** Ensure that time and cost estimates are robust and the levels of uncertainty are not only understood by all key stakeholders but actively managed

- **Risk management:** Ensure that the project risk exposure is understood by all key stakeholders and that appropriate risk trade-offs are made, their impact on success is understood and the level of residual risk is managed

- **Issue management:** Proactively identify and resolve issues in a timely manner

- **Benefits management:** Effectively identify and manage a benefits-led delivery approach to ensure that what is being delivered is what's required

- **Testing and acceptance:** Understand and show testing approaches are effective to produce the required outcomes as defined at the outset

- **Business readiness:** Work with stakeholders to ensure that the appropriate business teams create successful business readiness and change capacity plans to accept, and successfully exploit, the project deliverables

- **Stakeholder management:** Ensure that the view of success of all key stakeholders is considered and managed on an ongoing basis. Maintain stakeholder expectations in line with the realistic forecast for the project

- **3rd party management:** Appropriately engage and manage the performance of all 3rd parties to optimal levels

- **Communication:** Pro-actively communicate with clarity, gaining buy-in and creating positive impacts. Be decisive and confidently deliver difficult messages at all levels in the organisation

Supervision and Management Responsibility:

- Post holder is expected to assist and give work instructions to colleagues on the team in relation to the projects that they are working on

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Post holder has a key and influential role working with the project sponsor to develop and agree how the project is set up to ensure value for money
- Set, monitor, and remain within project budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time
- Some site visits will be required

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2.**

The competency framework can be found [here.](here)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Person Specification

Assessment methods used:

I = Interview, P = Presentation, A = Application, E = Exercise, T = Test,
AC = Assessment Centre

Qualification and training

Essential

- Project management qualification or relevant experience (A)

Experience

Essential

- Experience of working on projects (A, I)

Desirable

- Experience of working in Local Government.

Skills/Abilities

Essential

- **Business justification:** Able to provide justification for undertaking a project. Can evaluate the benefits, costs and risks of alternative options and gain management commitment and approval for investment in the project (A, I, P)

- **Scope management:** Able to draw the ideas and vision from the sponsor or senior executives and articulate succinctly in a well-qualified problem/opportunity statement. Can document the scope of deliverables. Can describe which of the business KPIs will be affected (A, I, P)

- **Scheduling and estimating:** Able to produce time and cost estimates ensuring critical factors are appropriately considered, refining throughout the project lifecycle. Can ensure the project team, sponsor, steering groups and support functions have a common understanding and agreement of the estimates. Able to document activities and their dependencies in project plans (A, I, P)

- **Governance:** Able to set up effective governance and align the project to the organisation's objectives, delivering the project efficiently and sustainably. Able to provide an accurate and truthful reflection of the project. Can identify and adopt the appropriate approach to deliver the project and make sure the project team understands the journey from inception/idea through to implementation (A, I, P)

- **Stakeholder management:** Able to identify and prioritise stakeholders, including 3rd parties. Can communicate with them in line with the plan and retain their commitment throughout the project (A, I, P)

- **Risk and issue management:** Able to determine, communicate and manage risks, issues and opportunities and their implications. Can assign ownership, and implement mitigation and contingency plans as appropriate, escalating when necessary. Able to establish and maintain comprehensive risks and issues logs (A, I, P)

- **Financial management:** Able to estimate costs and the setting of an agreed budget. Can select and secure project funding with approval of the project sponsor. Able to manage the budget covering actual costs incurred to date and forecasts to complete (A, I, P)

- **Resource management:** Able to put appropriate plans and resources in place to deliver the products required. Can identify, secure and release resource on a cost and time efficient basis throughout the project (A, I, P).
- **Leadership:** Able to lead and influence opinions in order to launch and sustain change initiatives/projects. Able to communicate verbally, in writing, or through presentation to a broad set of stakeholders from team members to senior managers (A, I, P)
- **People and professionalism:** Able to build and maintain an effective and engaged team, internally and externally, with a shared vision and purpose. Can ensure they are empowered and inspired to achieve project success, including through own example and standards (A, I, P).

Desirable

- **Conflict and negotiation:** Able to identify and resolve conflict and negotiate desired outcomes and gain alignment of views
- **Change control:** Able to put changes, throughout the project life cycle, through the agreed change control procedures, assessing their impact and securing stakeholder decisions about them
- **Procurement:** Understands and is able to follow local government procurement policies
- **Information management:** Collects, stores, archives, and retrieves project information in line with procedures and standards.
- **Ensuring quality:** Able to deliver project outputs and processes which meet the standards of the sponsor, project executive and stakeholders. Can ensure project reviews take place throughout the lifecycle of the project to ensure the project's operating at the desired quality
- **Learning and development:** Develop the team and self in line with the relevant learning and development policies

- **Conduct:** Ensure you conduct yourself in a morally, legally and socially appropriate manner of behaviour, in line with Council values and procedures, with all members of the project team

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council