

Job Description

Job Title	ICT Project Manager
Directorate	Strategy & Change
Service Area	ICT & Digital
Grade	8
Competency Level	2
Salary	£44,711 - £49,764
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A8205

Job Purpose

Manage the implementation of a range of complex business requests focussed upon ICT service provision, to defined cost, quality and delivery parameters.

Directly Responsible For:

No direct reports. However, you are expected to manage and coordinate a temporary project team in line with the delivery of your allocated ICT & Digital projects.

Directly Responsible To:

ICT Project Team Manager

Main Areas of Responsibility:

Technical:

- Interpret customer requirements, identifying project objectives and client expectations
- Specify project scope and agree budget with client
- Effectively lead internal and external work groups in order to deliver project objectives
- Identify and locate/request resources, working within a multi-project environment
- Ensure pre acceptance/ discovery as agreed with client are managed effectively with minimum LCC exposure
- Adhere to all documentation and practices as defined by ICT & Digital Project Management Processes
- Throughout projects undertake governance of budget, schedule and deliverable quality whilst ensuring use of appropriate methodology
- Effectively manage risks and issues throughout project lifecycle
- Establish clear lines of communication with client throughout the life cycle of the projects
- Throughout the project ensure adequate documentation and communication is provided with ICT Service to fully meet integrity requirements
- Assist the Head of the ICT Transformation Office in achieving agreed objectives and defining strategies for successful service delivery
- Provision of timely and accurate information to fulfil management reporting arrangements

- Assist the Head of ICT Projects and Programmes in identifying opportunities for the potential of increasing revenue for LCC
- Support the management of a team of Project Managers providing balance of leadership and control to ensure team is both effective and efficient in meeting objectives
- Take lead role/ position to ensure all projects have appropriate PM skills allocated, providing guidance, involvement (direct and indirect) whenever necessary
- Demonstrate understanding and knowledge of new technologies
- Liaise with other programme/ project managers and customers at all levels

General:

- Ensure that all work functions and where appropriate, line management responsibilities, are undertaken in accordance with all related Health and Safety legislation and relevant codes of practice
- Undertake, wherever required other responsibilities and duties including work related to 3rd party external business, on behalf of the company, where this is commensurate with the grade of the post. This may entail working from other locations
- Responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with Standing Orders and Financial Regulations
- Understand and deliver on LCC's Vision and Values
- Align individual, team and service objectives to the Vision and Values
- Ensure that appropriate arrangements are in place to provide for a positive work/life balance both in terms of personal workload and that of direct reports

Other:

- Undertake, where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations.
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedures
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

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
- Monitor financial performance of ICT & Digital projects and deliver within a specified budget

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:

- This is an office-based role. Therefore, you could be sitting for long periods of time

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.](#)

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. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

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

Qualification and training

Essential

- Prince 2 Practitioner, Agile Project Management or equivalent (A,I)
- Broad technical experience of council wide systems and applications (A,I)

Experience

Essential

- Experience of controlling a wide range of ICT projects (A,I)
- Experience of working in an ICT environment (A,I)
- Proven Track record of Project Delivery (A,I)

Desirable

- Ability to set and maintain document standards
- Ability to make decisions and prioritise
- Liaison with customers
- Liaison with suppliers
- Experience of managing budgets

Skills/Abilities

Essential

- Excellent communication and presentation skills (A,I)
- Understanding and delivery of SLA's , change control and project design processes (A,I)

Desirable

- The ability to lead, organise and motivate staff

Commitment

Essential

- Understand and anticipate customer's needs and aspirations, owning their issues through to resolution (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Totally focused on project delivery and customer satisfaction
- Ownership of problems
- Desire to learn; improve, progress, personally and within the context of a team

Other

Desirable

- Close work with Change and New Business Processes
- Office based with requirements to work off-site to meet specific project needs
- Committed to improving the levels of service to all customers