

Job Description

Job Title	Project Manager
Directorate	City Development
Service Area	Corporate Landlord
Grade	8
Competency Level	2
Salary	£46,142 – £51,356
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A8537

Job Purpose

As part of the Property Programme team, the role will assist the Property Director to plan, manage and implement Property Management for a broad range of client stakeholders across the City Council's property estate, valued at approximately £1.7b.

The role reports to the Programme Manager - Property and the post holder will support the Programme Manager in the effective and strategic management of the City Council's Corporate Landlord Function and wider Property Improvement



Programme. The post holder will be responsible for assisting in the monitoring and improvement of wider business plans.

Projects will be managed from inception through to closure, delivering products and services within agreed time, quality and cost parameters. The post holder will be part of a programme delivery team that develops relationships with internal stakeholders such as Legal, Procurement, Finance and Regeneration and external stakeholders such as suppliers, consultants and partners, to ensure success, continuous improvement and embed excellence.

Directly Responsible For:

Not applicable

Directly Responsible To:

Programme Manager – Property

Main Areas of Responsibility:

- **Setting up key project documents:** to include scope of work, project plan, milestones and stage gates, reports, risk register, comms plan
- **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
- **Develop and maintain project portfolio:** develop and maintain an overview of the Council's Property programme portfolio, including all relevant strategies, targets, projects, and stakeholders
- **Planning:** plan at the level appropriate to the complexity of the project. This could include transition state planning through to project delivery schedules
- **Assisting with the appointment of suppliers and partners:** working with Legal, Procurement and Finance to prepare briefs, T&Cs, Purchase Orders, invoices and payments



- **Assessing technical reports:** managing outputs and deliverables from colleagues, suppliers and stakeholders
- **Delivery:** successfully deliver several diverse projects at once, identify and address critical 'hot spots' defining and managing quality and metrics of success such as KPIs
- **Progress Updates:** compile progress updates and reports from project leads across the team and compile and deliver updates to stakeholders as required to raise awareness and the profile of the team's work
- **Resource management:** ensure the availability of the right skills to the project at the right time and manage utilisation to appropriate levels.
- **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
- **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
- **Reporting and KPI management:** Establish and report against KPIs and metrics to track the delivery and impact of sustainability projects (e.g.



milestones, spend against budget, delivery within timelines, carbon reduction, social impact, cost savings)

Supervision and Management Responsibility:

- Post holder is expected to assist and give work instructions to in relation to the projects that team members are working on
- The post holder is expected to assist and give work instructions to external providers of goods and services

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 role involves using a computer and sitting at a desk for prolonged 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.



Personal Specification

Assessment methods used:

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

Qualification and training

Essential

- Project management qualification (e.g. PRINCE2/APM/AGILE, etc) and relevant project management experience within a property management environment (A/I)

Experience

Essential

- Experience of working on projects in a property management environment (A, I)
- Experience working as a project manager in Facilities/Estates Management/Commercial Property services projects (A/I)
- Experience in developing out property related KPIs, performance reporting and evidencing delivery (A/I)
- Experience in developing and management of property digital systems including data capture and report development (A/I)
- Procurement & Contract Management experience (A/I)
- Demonstrable understanding of financial transactions, debt recovery and income in a property management environment (A/I)



- Leveraging project management frameworks and methodologies within a property management setting (A/I)
- Significant experience of planning, managing, and monitoring complex projects in a programme/project management position (A/I)
- Managing dependencies and interfaces between complex projects (A/I)
- Achieving ambitious targets and of implementing innovative solutions within a project management setting (A/I)
- Effective partnership working with a range of internal and external stakeholders (A/I)
- Leveraging project management frameworks and methodologies within a project management setting (A/I)
- Report preparation and presentation (A/I)

Desirable

- Experience of working in a Local Government process/governance

Skills/Abilities

Essential

- Good understanding of Property Management including Facilities Management, Corporate Estate management and/or Commercial Estate management (A/I)
- Excellent verbal and written communication skills, with an ability to produce tailored reports, presentations, and other written material to a range of key internal and external stakeholders (A/I)
- Analyse and summarise highly complex information into clear and manageable priorities (A/I)
- Excellent time management skills and an ability to prioritise own workload and that of others (A/I)



- Qualitatively and quantitatively evaluate the benefits, costs and risks of alternative options and gain management commitment and approval for investment in the project/programme (A/I)
- Set up and monitor effective governance frameworks and align identified programmes to the organisation's strategic objectives (A/I)
- Determine, communicate, and manage risks, issues, and opportunities, as well as their implications, ensuring identified programmes are delivered in efficient and sustainable ways (A/I)
- Develop relationships and collaborate with multiple stakeholders (A/I)

Desirable

- **Conflict and negotiation:** Able to identify and resolve conflict and negotiate desired outcomes and gain alignment of views
- **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:** Professional conduct with all members of the team, including a morally, legally and socially appropriate manner of behaviour and in line with Council Vision and Values

Commitment

Desirable

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

