

Job Description
PROJECT MANAGER
[Level 1]

Service:	Digital Services	Team:	Design & Implement / Operate / Strategy & Assurance
Location:	Preston		
Salary range:	£29,777 - £33,945	Grade:	7
Reports to:	Solution Delivery Manager	Staff responsible for:	None

Job Purpose

To take responsibility for planning and co-ordinating projects within a familiar client service area or ICT Service discipline. They will formalise a project proposal and deliver a contracted package of work on time, within budget, enabling the expected business benefit and to the client's satisfaction, managing issues, risks and dependencies successfully along the way.

The level 1 Project Manager will typically be responsible for the delivery of multiple projects or work-packages, including the associated financial impact, within a work-stream or programme. Stakeholder and client relationships are specific to project needs and typically limited to specific ICT Services. They will interface with third party suppliers, which involves the agreement, planning, timelines and quality of deliverables.

Accountabilities/Responsibilities

- Demonstrable experience and capability to manage projects under the following assumptions: that the technical solution would already be largely proven, and main suppliers would have been previously used. The level of risk to the organisation is clearly outlined and should be low.
- Has sound understanding of concepts and principles in project management and a basic knowledge in other subjects or disciplines, which are relevant to the content of the project (e.g. ITIL and industry quality standards).
- Works best where the outcomes are unambiguous, contracted before the start of the project and unlikely to undergo material change). Uses judgement based on the analysis of information.
- Operates in a learning context with guidance from project sponsors and more senior project personnel but requires minimal supervision. Expected to escalate issues, which have exceeded the expected project boundaries, to the appropriate higher authority.

- Has developed communication and diplomacy skills used to persuade and influence with a growing ability to engage and inspire clients at peer level. May also share issues and work on solutions with external consultants.
- Should be able to manage and direct the project team, Ability to act as a mentor for a Project Coordinator. Will coach new project management recruits and offer guidance to more junior project staff.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

Other

- Undertake, wherever required, other responsibilities and duties including work related to 3rd party external business, on behalf of the service, 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 procedure

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification **PROJECT MANAGER** *[Level 1]*

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications:		
PRINCE2 Foundation or equivalent	D	AF, I
Experience:		
Minimum of 2 years delivering substantial ICT projects	E	AF, I
Good understanding and practical experience of PRINCE2 and its application in a commercial and local government environment	D	AF, I
Leadership of project teams	D	AF, I
Knowledge and skills:		
Typically has experience of owning many smaller projects over a number of years	D	AF, I
Good record of delivering against pre-determined requirement; often in reasonable timescales	E	AF, I
Familiar with, but not necessarily accredited in, a formal Project Management methodology such as Prince	E	AF, I
Demonstrable record of resolving issues that threatened to delay or seriously disrupt project goals (resource, budget or stakeholder in nature)	D	AF, I
Ability to have the robust/difficult conversations with customer, third party suppliers and stakeholders	D	AF, I
Project team leadership e.g., implementation engineers/technicians, analysts and other subject matter experts	E	AF, I
Seeks guidance from Senior Project Manager	D	AF, I
Can employ techniques in support of risk management	E	AF, I
Ability to plan for and manage project risks; and take swift, appropriate and decisive action to address issues	E	AF, I
Able to monitor and govern budgets for projects in line with Digital Services financial principles and processes	E	AF, I
Ability to develop, execute and govern resource plans for projects	E	AF, I

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Act on project lessons learned	D	AF, I
Proven good customer management skills and ability to build relationships with stakeholders as necessary	E	AF, I
Ability to select and manage third-party suppliers for the delivery of components within projects	D	AF, I
Ability to work in professional and tactful manner when dealing with staff and clients	D	AF, I
Ability to meet strict deadlines, working under pressure and be responsive to changing priorities	D	AF, I
Ability to display resilience, energy, reliability and composure, often under pressure	D	AF, I
Manages resources actively in order to optimise productivity and utilisation	E	AF, I
Removes barriers to Right First-Time delivery to customers	D	AF, I
Adapts plans to meet changing customer priorities	D	AF, I
Provides a sense of urgency for delivering, whilst ensuring quality is maintained	D	AF, I
Builds effective relationships across teams that continue after task or project has finished	D	AF, I
Resolves issues that prevent effective teamwork	D	AF, I
Consistently delivers on commitments, even when under pressure	D	AF, I
Develops open and honest relationships with colleagues, customers and partners	D	AF, I
Communicates news - good or bad - clearly, promptly and honestly	E	AF, I
Totally focused on service delivery and customer satisfaction	E	AF, I
Committed to continuous improvement, enabling the delivery of solutions that provide an increase in efficiency and reduced costs	D	AF, I
Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust	E	AF, I
Committed to improving the levels of service to all customers	D	AF, I
Other (including special requirements):		

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Commitment to equality and diversity	E	AF, I
Commitment to health and safety	E	AF, I
Display the LCC values and behaviours at all times and actively promote them in others	E	AF, I
Flexibility and commitment and present a professional image at all times	D	AF, I
Committed to improving the levels of service to all customers	D	AF, I
Flexibility to attend meetings outside of normal office hours	D	AF, I
Office-based, with off-site as required	D	AF, I