

Role Profile

Part A - Grade & Structure Information

Job Family Code	11BF	Role Title	Project Manager
Grade	PS11	Reports to (role title)	Lead Project Manager
		Directorate	Adult Social Care
JE Band	439-518	Service	Transformation
		Team	
		Date Role Profile was created	Feb-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To manage the delivery of change projects to agreed time, quality and budget standards. This includes having a vision for the work through researching information, analysing issues, identifying options and assessing their impact.</p> <p>To manage the development and presentation of policy and strategy proposals based on evidence, analysis, and an assessment of impact, risk and resource.</p> <p>The role holder will develop implementation plans that contribute to the improvement of service quality and value for money.</p> <p>They will ensure that objectives are delivered on time and to budget, and statutory and council requirements on equalities, sustainability, health and safety, and risk management are met by managing the staff and resources allocated to the project.</p> <p>The role holder will contribute flexibly to the overall requirements of the Directorate to ensure that processes and standards are adhered to, including changing roles depending on project requirements.</p>
Work Context	<p>This position is based in the Transformation service in the Adult Social Care Directorate. The Directorate provides a range of services to vulnerable adults and older people across Surrey, including information and advice, needs assessments, care management and the provision of day, residential and community-based services.</p> <p>The Transformation service supports the delivery of agreed changes, and project staff work within multi-disciplinary project teams that can include colleagues from the Directorate and across the council, staff from partner organisations and specialist organisations.</p> <p>The team operates in a matrix management structure and the role holder may be required to lead a number of different projects at the same time.</p> <p>The Project Manager will deal effectively with the changing political context and the needs of different stakeholders by managing a wide range of relationships through collaboration with officers, elected members, partners, people who use Adult Social Care services and carers.</p>
Line management responsibility if applicable	Responsibility for the development and line management of up to five staff.
Budget responsibility if applicable	Contributory influence on budgets of up to £40million.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making. <p>Customer Service & Support</p> <ul style="list-style-type: none"> • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Ensure professional and quality service standards are maintained and applied within their area of activity. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles. • Professional qualification or evidence of high. level understanding of relevant business disciplines. • Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles). • Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions. • Proven ability to manage a wide range of complex projects or programmes. • Significant work experience at management level in one or more relevant specialist areas. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Knowledge of the structure and governance of local government, with an understanding of public policy and the process of policy formulation. • An effective ability to research and analyse written and numerical information, including the ability to evaluate the financial viability of different options. • An effective ability to plan and prioritise work to achieve goals, to drive work forward and adapt to a changing work portfolio. • Ability to plan and deliver projects that take into account the changing political context and the needs of different stakeholders. • Committed to delivering improvements in public service. • Authoritative and credible approach with internal and external stakeholders, including partners, senior managers and elected members. • Committed to continued professional and personal development. • Willing and able to work and travel within the county. • All staff will be required to undertake an enhanced DBS check on joining the Adult Social Care Directorate.
<p>Role Summary</p>	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>
<p>Reference Number</p>	<p>BM-2022-002</p>