

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	11BF	<b>Role Title</b>	<b>Project Manager (Mental Health Improvement Plan)</b>
<b>Grade</b>	PS11	<b>Reports to (role title)</b>	<b>Joint Strategic Commissioning Convener</b>
		<b>Directorate/School</b>	<b>Joint Strategic Commissioning Unit</b>
<b>JE Band</b>	439-518	<b>Service/Department</b>	
		<b>Date Role Profile was created</b>	<b>Dec-22</b>

## 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.

<b>Role Purpose</b> 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 work with a range of stakeholders, including partner organisations and service users, to develop implementation plans that contribute to the improvement of service quality and value for money.</p>
<b>Work Context</b>	<p>This is a new role to deliver improvements in mental health and emotional wellbeing services in Surrey.</p> <p>The Mental Health Improvement Plan (MHIP) is a partnership between SCC (including Public Health, Adult Social Care and Children's Services), health and third sector partners. This role will work closely with the MHIP Programme Director to deliver change projects which result in improvements to the services and support available to Surrey residents.</p> <p>The role will involve working in close partnership with colleagues from various SCC teams, the health sector, third sector partners and those representing the voice of users, those with lived experience, carers and families.</p>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	This role does not have direct budget responsibility. There is expected to be indirect impact on the budget through advice on allocation of limited system resources.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Ensure professional and quality service standards are maintained and applied within their area of activity.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Lead major projects and reviews within a defined area of work to support and enhance service delivery.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon.</li> <li>• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service.</li> <li>• 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.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification or evidence of high. level understanding of relevant business disciplines.</li> <li>• Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles).</li> <li>• Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management.</li> <li>• 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.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Proven ability to manage a wide range of complex projects or programmes.</li> <li>• Significant work experience at management level in one or more relevant specialist areas.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• An effective ability to plan and prioritise work to achieve goals, to manage ambiguity in a changing environment, tenaciously pursue desired outcomes and adapt to a changing work portfolio.</li> <li>• Ability to plan and deliver projects that take into account a dynamic and changing context and the needs of different stakeholders.</li> <li>• An effective ability to research and analyse written and numerical information, including the ability to evaluate the financial viability of different options.</li> <li>• Authoritative and credible approach with internal and external stakeholders, including partners, senior managers, users of services and elected members.</li> <li>• Experience of design thinking approaches and collaborative working, with proven ability to establish and lead cross-functional and cross-organisational teams, organising networks and working groups</li> <li>• A project management qualification or equivalent experience, including ability to create and maintain high quality project documentation and deliver in a timely way</li> <li>• Committed to delivering improvements in public service.</li> <li>• Willing and able to work and travel within the county.</li> <li>• No DBS check needed</li> </ul>
<b>Role Summary</b>	<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>
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