

JOB DESCRIPTION

Job Title: **Project Manager (IDOX review project)**

Reports to: **Housing System Implementation Programme Manager**

Service/Directorate: **Neighbourhoods, Communities & Housing**

Team: **Housing Management**

Grade: **M11**

Purpose of the Job

To provide project management and business analysis services to the IDOX (document management system) review project, linking closely with the Housing System Implementation project, specifically in the field of efficiency, performance, service improvement and GDPR compliance. The role will also support the wider Neighbourhoods, Communities & Housing (NCH) Directorate in reviewing its use of IDOX.

Principal Accountabilities

1. To work directly for senior and other NCH management in undertaking service reviews, including business process management and analysis, to improve efficiency, performance and service improvement. This to include undertaking research, data analysis, options development and appraisal (involving identifying efficiencies), and devising and co-ordinating the implementation of action plans around an IDOX review initially focussed on the links to the new Housing IT system implementation.
2. To deliver a project management service, *initially* as part of the Housing System Implementation Programme, focussing on the review of the IDOX document management system. This service to include managing projects from start up to final implementation including undertaking post-project evaluation and ensuring that the appropriate handover requirements are in place.
3. As part of the service reviews, process management and management of project to advise and inform service leads and senior management on findings, issues, risks and opportunities for service improvement or change management.
4. To use corporate project management standards to deliver projects on time and within budget that meet user acceptance criteria. This to include:
 - developing, leading and managing multi-disciplinary and multi-agency project teams to ensure projects are successfully delivered;
 - working with clients to devise and challenge business cases for change. To define project scope, boundaries, and negotiate acceptance criteria and timescales with clients; and
 - analysing financial and other resource requirements of projects and ensure project budgets are appropriately managed and meet the council's standing orders.
5. To plan for, deliver expertise on and drive forward the change management process. To ensure the optimal use of ICT, Human Resource, Finance and other support service solutions in achieving improvements in service delivery.

6. To maintain current awareness of local and national government policy across relevant service areas in order to deliver a high quality and informed service to clients.
7. To quickly develop a detailed knowledge and understanding, and gather information from a wide variety of sources in a diverse and often complex service area.
8. To carry out duties in accordance with the council's Equalities and Health & Safety Policies.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

PERSON SPECIFICATION

Job Title: **Project Manager (IDOX review project)**

Reports to: **Housing System Implementation Programme Manager**

Service/Directorate: **Neighbourhoods, Communities & Housing**

Team: **Housing Management**

Grade: **M11**

Job Related Criteria

Essential Criteria

1. Job Related Education & Qualifications

- A degree or equivalent management qualification or comparable experience
- An accredited PRINCE2 practitioner, comparable project management qualification or equivalent demonstrable project management experience.

2. Managing & Supporting Projects & Programmes

- Significant experience of planning and managing projects to achieve agreed outcomes
- A sound understanding of change management and the ability to assist other services in implementing change.
- Significant experience of undertaking business/process reviews and process mapping

3. Analysing Evidence & Thinking Strategically

- Experience of applying research methods to identify options for change in business processes
- Ability to research, analyse, and interpret complex data

4. Focus on Customers & Stakeholders

- Experience of building trust and openness with customers and stakeholders, keeping them updated on progress and acting upon feedback
- Proven ability to work effectively with senior management.

5. Management Skills

- Ability to effectively influence and co-ordinate the work of others
- Ability to train, coach and mentor in project and change management skills
- Ability to plan and prioritise work – working under pressure to tight deadlines, organised and with a self-managing approach to work

6. Managing Resources

- Ability to manage project budgets & resources

7. Communication

- Excellent verbal and written communication skills.
- Good negotiation and influencing skills

8. Specialist Skills

- Experience of using Microsoft Office, Microsoft Project and a process mapping tool, eg. Microsoft Visio

9. Other

- Knowledge of the function of local authorities and awareness of the current major Central Government initiatives within Local Government
- A real commitment to improving public services
- Proven ability to work effectively in a political environment

10. Equalities

- A demonstrable commitment to the principles of equalities and carrying out duties in accordance with the council's equalities policy