

Role Profile

Part A - Grade & Structure Information

Job Family Code	11RT	Role Title	Senior Project Manager
Grade - LMG 1	PS11	Reports to (role title)	Service Design Manager
		Directorate	Business Services - Orbis
JE Band	439-518	Service	IT & Digital
		Team	Customer and Partnerships
		Date Role Profile was created	Oct-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	Plan and deliver large-scale IT business solutions across the Orbis IT & Digital geography (typically requiring 200 - 500 person days of project resources) to ensure the successful achievement of large IT-related change's across the Orbis Customer and Partnerships external customer base, typically for new external services and on-boarding of large external customers. Lead teams, provide advice and consultancy on project management and comply with the adopted Customer and Partnerships traded services Project Management methodology.
Work Context	<p>The Orbis partnership comprises of Surrey County Council, East Sussex County Council and Brighton & Hove City Council working in partnership with an expectation that the core functions of HR & OD, IT & Digital, Property, Finance and Procurement will be fully integrated going forward.The Senior Project Manager role is part of the Customer and Partnerships Service within Orbis IT & Digital. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpin delivery of the business priorities and service outcomes for the Orbis partner authorities and customers.</p> <p>The Service Design business unit, where this role resides, is responsible for service design and transition of major new traded services, major new traded customers and the retention and growth of the external customer base. This role requires travel across the wider Orbis geography.</p> <p>The Service Design team comprises a number of Business Development Managers and Project Managers and normally involves matrix managing resources from the Customer Delivery team and the Business Support Team as required. The role will require working with Orbis IT & Digital staff from other Services and working with other internal Departments relating to the schools and health markets, whilst working with a number of Partners such as the South East Grid for Learning and the South East Business Services IT customer base; contributing where possible to growth, retention and new service provision.</p> <p>Project delivery activities will include stakeholder engagement, business analysis, project management, procurement, solutions implementation, systems integration and major upgrades. Major challenges include maintaining and improving external customer relationships and high expectations of project pace and adding value, securing specialist resources, ensuring commitment of stakeholders, managing suppliers, accommodating changing within IT & Digital priorities, keeping within budget and resource constraints and dealing effectively with all levels of staff within services.</p>
Line management responsibility if applicable	May line manage team members from Project Management disciplines, up to 5 staff and matrix manage staff on project
Budget responsibility if applicable	Management of project budgets up to £3m.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none">• Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured.• Lead major projects and reviews within a defined area of work to optimise and enhance service delivery. <p>Policy & Compliance</p> <ul style="list-style-type: none">• Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives.• Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks. <p>People and partnerships</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.• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>Resources</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.• Monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none">• Analyse, interpret and evaluate relevant data applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making.• Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken. <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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none">• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject.• May be required legislatively to maintain a professional qualification or competency.• Substantial practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.• Excellent understanding of subject matter, principles and practices relevant to technical area.• Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes.• Extensive knowledge of principles, practices, and procedures relating to business planning and financial management• Ability to collate, monitor and interpret a range of data.• Proven ability to establish and maintain highly effective working relationships with a range of stakeholders.• Comprehensive knowledge of computerised business systems• Proven written and oral communication with the ability to influence and work in collaboration with others.• Excellent management skills with proven experience motivating, coaching, mentoring and developing staff.• Ability to understand, meet and exceed customer expectations.• Proven problem solving skills with the capacity to devise and implement innovative solutions.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>It is essential the post holder has commercial or business experience of working in an external revenue generating or traded service as this is the context the role operates within.</p> <p>Experience of project managing the full IT project lifecycle from start to finish successfully and within time and budget.</p> <p>Registered PRINCE 2 Practitioner (or comparable recognised qualification)</p> <p>Evidence of continuous training and personal development.</p> <p>Able to work flexibly in terms of working hours and location.</p> <p>Experience of using MS Project, or comparable project management tools for project planning and monitoring.</p> <p>Knowledge of methods and techniques to negotiate and manage of 3rd party suppliers to ensure they successfully and timely contribute to the project.</p>
Role Summary	<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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