

POST TITLE	PROJECT MANAGER
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	HOUSING AND HOMELESSNESS SERVICE IMPROVEMENT MANAGER
NUMBER OF POST HOLDERS	3
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

The postholder will lead, develop, manage and implement a number of high-profile projects within the Housing and Homelessness Service.

The postholder will be responsible for all aspects of project management, with a clear focus on the successful delivery of projects which contribute to the service's strategic objectives and improve operational efficiency and service delivery.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- The management and co-ordination of all aspects of projects including controlling project activities, planning, organisation and risk control.
- Managing and/or participating in projects to implement business change ensuring that all projects adhere to formal project management methodologies (e.g. Prince II). This will include the full life cycle of the project from scope, business case (including investment appraisal), project planning, project team management, cultural change management, budget and risk management to implementation, embedding the new ways of working and evaluation.
- In conjunction with other project managers promote an integrated, consolidated and consistent Council-wide approach to project management, supported by the appropriate governance arrangements, processes and stakeholder engagement.
- Provide direction, support, input and feedback on the projects.
- In conjunction with other Project Managers develop, implement and manage a risk management process for all projects.
- Identify and evaluate the risks and issues associated with the project activities and take appropriate action to control / mitigate the risks.
- Ensure compliance with statutory responsibilities, national legislation, standing orders, delegated authority, Council policies, and professional project and programme standards.
- Interpret, analyse, monitor and evaluate the project activities according to the evaluation framework and recommend any changes to enhance the project.
- Produce and present a range of complex reports, business cases and management information to Senior Managers. Within this, develop sound business rationale/argument to identify improvement opportunities with supporting analysis and detailed recommendations.
- Through excellent project and time management skills, manage a number of concurrent complex projects using project management principles.
- Ensure engagement with internal and external colleagues and partners, a range of subject matter experts, senior managers, Heads of Service and Service Directors, and Trade Unions to encourage cultural change and ongoing service improvements.
- Make the best use of resources to facilitate continuous improvement throughout the service.

- Responsible for supporting the delivery and improvement of outcomes for customers, working in close partnership with service managers in both directorates and localities.
- Assess future requirements of the service and plan projects accordingly to meet this demand.
- To deputise for the Service Improvement Manager as required.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The postholder will require extensive knowledge and skills in Project Management and Transformation in order to support the projects.
- The postholder should be Prince 2 practitioner or equivalent qualified or have experience of applying project management principles and methods such as Prince 2.
- The post holder will preferably have experience of cultural change management.
- The postholder will usually be qualified to degree or postgraduate level in a relevant discipline and will have an additional project management qualification or extensive management experience.
- The postholder will make decisions in relation to specific business transformation activities and projects, in consultation with relevant stakeholders and management where appropriate.
- The postholder will manage highly confidential and politically sensitive matters with appropriate awareness and discretion.
- The consequences of decisions taken regarding specific improvement projects will vary dependent on the impact on service outcomes, and in many cases are likely to be significant.
- The postholder will have significant experience of leading projects in a complex environment and a thorough understanding of the key principles of governance and delivery.
- The postholder will have confidence and experience with managing complex information and will be able to interpret and analyse complex data to make knowledge-based decisions.
- The postholder will be commercially minded and high numerate.
- The postholder will represent the service, working closely with a range of stakeholders, both internal and external, to co-produce, deliver and embed service improvement and culture change. This includes ICT partners.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The postholder will work autonomously with minimal supervision.
- The post holder will operate in a changing environment and need to effectively and diplomatically manage competing priorities, interests and pressurised timescales.
- The postholder must be able to adapt flexibly to new demands and take appropriate action on matters requiring immediate response.
- Although the postholder may be exposed to some physical demands, these will be predominantly within the range of normal office-based activities.
- Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office-based activities.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The postholder will have responsibility for direct line management of a Project Officer (GR5) and will have project management responsibility over other staff in multi-disciplinary teams working to deliver specific project(s).

RESOURCES

- Will be involved with management, organisation and maintenance of project data following best practice.
- The post will also have responsibility for monitoring budgets relating to projects they are leading on of up to £1m.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).