

Post Specification

Date	December 2023
Post Group Number	8239
Post Title	Project Manager - Transformation
Job Family	Organisation Support
Job Family Role Profile	14
Final Grade	Grade 14

To be read in conjunction with the job family role profile

Service Area description

Cumberland Programme Management Office (PMO) is within the Business Transformation and Change Directive and is currently split into 4 core components of Transformation, Assurance, Disaggregation and Capital.

The Programme Management Office supports ways of improving, governing, controlling, and assuring investment and change within the Council, leading by example and helping others to accomplish it. Work led by the transformation team will deliver the Council Plan priorities of putting health and wellbeing at the centre of everything we do, building inclusive economy, having a fairer society, protecting our environment and ultimately, delivering great public services.

Transformation Programme Vision

"Achieving long-term financial sustainability, and delivering high-performing services for our residents through implementation of an effective operating model."

The Transformation Plan is driven by the following themes:

People and culture - Setting culture, capability, values, relationships; workforce planning; systemic approach to driving performance

Technology - Efficient joined-up systems and processes, enterprise architecture, innovation through technology, data and insight.

Operating model - Managing demand; prevention; early engagement; pre-front door; self-service; continuous improvement.

Purpose of this post

This is a high-profile role supporting project/workstream owners by developing and managing the delivery of complex projects/workstreams within the Cumberland Transformation Programme.

Working with colleagues across the council (and where appropriate key external partners) to design and implement the required change within a defined part of the Cumberland Transformation Programme, taking an evidenced based approach that ensures services are customer focussed, innovative and efficient.

The Project Manager will be responsible for defining, developing and delivering large scale projects which are complex and/or have a high level of risk attached.

Key job specific accountabilities

1. Proactively manage project delivery to high quality standards by preparing project documentation, in line with the programme management office project management methodology and associated tools. Set out the project objectives, plan, costs and performance measures to ensure that work is carried out in a timely and effective manner and to meet budgets and deadlines where applicable.
2. Conduct business analysis, identify and make recommendations for change to deliver service improvements and efficiency gains, and assess and challenge the impact of proposed changes.
3. Undertake research involving suppliers, partners, peer organisations and representative bodies as appropriate to determine best practice and innovation relevant to the transformation programme.
4. Engaging staff across Cumberland Council and partners, implement agreed solutions, ensuring compliance with the design principles, ensuring implementation and benefit realisation plans are in place, and supporting the transition between 'as-is' and 'to-be'
5. Actively engage with the project sponsor/owner and other stakeholders during the course of a project and communicate effectively on project deliverables to ensure they are well received by the recipients of the change and that the project is successfully delivered and benefits realised.
6. Manage the work and priorities of the project team throughout the project lifecycle, defining appropriate products, standards and timescales, to ensure that the project delivers quality products to time and within budget.
7. Advise project boards, resolving issues and recommending corrective action as appropriate so that projects are sustained and implemented, working within the agreed decision-making process/project governance arrangements.
8. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• No direct core budget responsibility but may have some responsible for management of project expenditure and working within project budgets.
Staff Management Responsibilities	• Organise and co-ordinate the work of staff within and across various teams, outside formal line management arrangements, to deliver projects
Other	• A high-profile role, delivering projects for Cumberland Council's Transformation Programme

Essential Criteria - Qualifications, knowledge, experience and expertise

- Degree level qualification and/or equivalent relevant knowledge and experience.
- Experience of developing and delivering medium and large sized change projects in a large and complex organisation, working with external partners.
- Experience of managing stakeholder relationships within complex projects with the ability to manage and resolve conflict.
- Ability to challenge existing practices in a constructive way to encourage others to embrace new ways of working/practices.
- Customer focussed approach and commitment to excellent customer service.
- A track record of delivering service improvements and reducing service costs.
- Ability to work on own initiative and to work as part of a team.
- Ability to work under pressure and to effectively manage competing priorities and deadlines.
- Ability to analyse and interpret information and undertake research.
- High level of communication skills and the ability to write clear, concise, coherent reports.
- Good interpersonal skills, including negotiating, people management, motivation.
- Knowledge of the National and Local Government agenda, current issues and challenges.
- Political sensitivity and a demonstrable ability to recognise influence and manage the communication consequences of sensitive project issues.

Disclosure and Barring Service – DBS Checks	
This post requires does not require a DBS check.	
Job working circumstances	
Emotional Demands	- Will involve working on multiple and competing priorities at the same time. - Involvement in projects which may receive strong opinion and / or opposition from those potentially affected.
Physical Demands	Predominantly office / home based, with minimal physical demands.
Working Conditions	Predominantly office / home based but may be required to travel around county to varied council (and potentially partner) offices / sites.
Other Factors	
None	