Walsall Council

JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)
Manager Template

JOB TITLE:	ICT Project Manager		
GRADE: **JOB CODE:**	G10 ICTS017301	**SERVICE AREA:**	ICT
REPORTS TO:	ICT Programme Manager and the Project Executive / Sponsor	**LOCATION:**	Any council premises
SPECIAL CONDITIONS:	Working outside of standard office hours may be required. There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities. Attendance at evening and other out-of-hour meetings as required.		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.

- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in

employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- Working as a key member of the ICT Programme Management Office, the postholder will be responsible for successful design, planning and delivery of council wide technology change projects including management of business case and project initiation and management to achieve benefit realisation including efficiencies and savings.

- The postholder will mobilise and manage appropriate technical and business resources to achieve agreed plans and milestones to ensure project deliverables are achieved within time, cost and quality criteria, whilst managing project risks and issues.

- The postholder will ensure alignment of deliverables from their projects with the ICT portfolio of projects and programmes and also the wider corporate transformation programme initiatives.

3. Role specific duties and accountabilities:

Horizon Scanning

- Plan and manage the delivery of ICT solutions for new and untried technologies which could impact the way in which whole council workforce utilises technology capability.

Leading People

- Lead a team of multidisciplinary staff to achieve successful outcomes as defined in the ICT Strategy and supporting work plans.

- Direct line management responsibility for all human resources allocated to the Project using matrix management methodologies where necessary for seconded staff. Responsibilities include but are not limited to:

  Allocation and monitoring of work packages including performance management and undertaking supervision meetings.

  Staff assessments and development of their personal training requirements

  Selection and recruitment both internally and externally of the project team resources

  Managing teams of professional people in a multidisciplinary environment including external suppliers

- Provides effective leadership to the project team and takes appropriate action where performance deviates from agreed tolerances.

Managing Resources

- Responsible for project budgets including tracking spend against Capital and Revenue, recommending preferred options and gaining budget holder approval to spend. The postholder will work closely with Finance to support financial reporting, budget forecasting and monitoring expenditure. The post holder is expected to comply with all Council financial and procurement regulations.

- Ensure ICT Change projects are of the appropriate level of quality; delivered on time; within budget and in accordance with governance arrangements.

- Undertake detailed equality impact assessments and detailed cost benefits analysis for each change as required.

- Facilitate the appointment of individuals and other specialist providers into the project team to enable the successful delivery of the ICT Change project. As part of the Business Change activity, to manage these sub- contractors.

- Initiate additional or alternative actions and other management interventions whenever gaps are identified, or issues arise.

- Ensure that any ICT service delivery change resulting from the delivery of the ICT change initiatives is planned and transitioned appropriately into live before closing down the project. E.g., ensuring that the appropriate level of training and knowledge is embedded in service delivery before closing down any projects.

Managing Performance

- Responsible for creating appropriate project documentation (including schedules, delivery plans, risk registers, change control and quality plans) to effectively manage the project delivery. Proactively monitoring overall progress, resolving issues, and initiating corrective action as appropriate to ensure successful delivery within the agreed scope and parameters of the project.

- Undertake related governance activities including Gateway Reviews and Project Health-checks including equality impact assessments and cost benefits analysis for each change as required in order to give a level of confidence to Senior Stakeholders that the project business case remains viable.

- Manage the benefit realisation and savings and where appropriate modify/implement further changes to keep projections on track where required.

- Manage the quality assurance, integrity, and coherence of projects. To proactively manage inter-dependencies across other strategic Change initiatives.

- Develop communications, information and data for inclusion and reporting required at multiple levels and often for audiences inside but also potentially outside of the council.

- Ensuring compliance with Audit requirements and all necessary sign offs are obtained at the appropriate points

Managing Self

- Responsible for the design, planning and delivery of multiple medium to complex size technology change projects, requiring innovation and challenge and to be responsible for establishing the governance arrangements to monitor progress and delivery benefit realisation including efficiencies and savings to the Council.

- Utilise a toolkit of approach business change tools including Systems Thinking Methodologies, Prince2 Project Management, business analysis.

- Proactively manage risks that may impact on the project's successful outcomes.

- Develop business cases and project initiation documentation for ICT projects within the portfolio and programmes of change, supporting the ICT Strategy and Transformation Programme.

- Ensure that all legislative and corporate health & safety procedures are followed during the delivery of any component within the ICT Change programme of work.

- Follow council procurement processes to produce tenders and award of contracts to third party suppliers for the supply of technical goods and services within the project.

- Assist with the continuous improvement of project management practices and helps to develop project management maturity.

4. Key Stakeholders and reporting lines

- Accountable to the Project Executives throughout the project lifecycle and responsible for the day-to-day communications and line management of in-house staff and/or external suppliers, taking responsibility over personnel from different service areas and/or external suppliers and/or external partners
- Working in collaboration with key stakeholders such as Heads of Service/Assistant Directors/Transformational Change Team, convert business requirements into technical solutions using relevant research techniques and working with the Enterprise Architecture team, ultimately leading to the implementation of new business operating models, processes, and technology

- Work collaboratively with a range of stakeholders from across the organisation to inform requirements gathering and project scope to assist the design of innovative change projects.

- Lead or facilitate consultation and negotiations with stakeholders and suppliers (both internal and external to the council) including technical and business staff and equality groups.

- In order to capture feedback from stakeholder groups, the postholder will effectively engage and consult with stakeholders including partners, staff and equality groups using agreed consultation frameworks or other Management techniques.
- The postholder will promote the benefits of ICT Change activity throughout the Council including the creation of case studies and other documentation and materials to stakeholder groups which may include Executive Directors, Members, interested groups including trade unions, staff and equality groups as required.

- Report detailed progress of the projects to project executives and to the Programme and Portfolio Manager.

- Other stakeholders including councilors may also be communicated with on specific technical projects which may affect them.

- To chair and facilitate meetings consisting of senior managers (up to Assistant Director level) and other key stakeholders. Presenting proposed procedure changes with the view of obtaining approved for implementation.

JOB TITLE ICT Project Manager		GRADE G10	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form =A interview =I both=A/I test = T	**WEIGHT CODE** shows relative importance Low=1 Medium=2 High=3
Behaviours: *refer to corporate behaviours document*			
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		A/I	3
Leadership - Leads by example, optimising those resources allocated, communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		N/A	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues, and searching out expertise and solutions from relevant partners and/or communities we serve.		I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		I	3
Abilities/Skills: (refer to JE guidance document)			
Able to lead the development and delivery of technical projects of change with evidence of supporting strategic corporate priorities		A/I	3
Able to communicate innovative technological solutions effectively to a range of stakeholders		A/I	3

Able to process data and information in order to build robust business cases and project initiation documentation	A/I	2
Able to work with integrity and commitment to deliver the best outcomes for council staff	A/I	3
Able to demonstrate authentic leadership and evidence successful results in innovation and staff development, with ability to inspire and motivate multidisciplinary teams of technical and business professionals	A/I	3
Having a strong focus on equality, diversity, and respect in their leadership role	I	2
Strong planning skills to ensure the integrity of the projects which the	A/I	3
Awareness of, and commitment to, confidentiality and handling data	I	
Knowledge/Experience:		
Evidence of continuous professional development (where applicable)		
Good knowledge and understanding of current and emerging technologies (particularly but not exclusively in a Microsoft environment) and how other enterprises (public and private sector) are employing latest thinking to drive digital business	A/I	3
Knowledge and practical understanding of project and change management methodology	A/I	3
Successful track record of designing, planning, and delivering medium-large sized complex technical change initiatives in a public sector	A/I	3
Successful leadership of multidisciplinary technical and professional staff within a project environment	A/I	3
Development of organisational capability and capacity (people, processes, technology, knowledge)	A/I	2
Experience of innovation and change delivery	A/I	3
Experience of communicating and inspiring confidence at a senior level with technical and non-technical audiences.	A/I	2
Evidence of working collaboratively cross-organisational teams to deliver shared outcomes.	A/I	3
Evidence of using reporting tools to monitor programme activities and analyse performance, plans, milestones, budgets, and risks project	A/I	3
Good analytical, conceptual, and financial analysis skills, and familiarity with financial reporting tools – with a demonstrable ability to develop and deliver against financial and resource constraints	A/I	3
Qualification:		
Education to degree level, equivalent qualification or extensive professional experience required	A	

Prince2™ qualification or equivalent project management accreditation.	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared By	Rhys Roberts	20.12.21