

Job Description *Project Manager 2*

Service:	Digital Services	Team:	Design & Implement
Location:	Preston		
Salary range:	£30,095 - £34,373	Grade:	8
Reports to:	Solution Delivery Manager	Staff responsible for:	N/A

Job Purpose

To take the lead role and responsibility for planning and managing projects that may significantly affect the client organisation. They may also be required to supervise the work of level 1 Project Managers; and to specify and manage third party deliverables. They will have defined management responsibilities for a project team (not a line) involving people, budget and planning.

The level 2 Project Manager will have primary responsibility for meeting defined business goals as scoped by project objectives. They must have good communication and diplomacy skills and be able to influence client and stakeholder relationships. They will interface with third party suppliers, which involves the agreement, planning, timelines and quality of deliverables.

Accountabilities/Responsibilities

- Demonstrable experience and capability to manage projects autonomously. Thorough understanding of concepts, procedures and application of project management and a good knowledge in other subjects or disciplines, which are relevant to the content of the project (e.g. ITIL and industry quality standards).
- Evaluates situations using multiple sources of information. Solution may require some new planning and resource elements but unless exceptional unlikely to be totally bespoke.
- Projects may involve a higher element of risk to business and require ability to use recognised project management methods and processes, depending on risk profile and governance needs.
- Is recognised as a key supplier in delivery of a client or internal business benefit.
- Must have proven ability to apply relationship management skills and to be able to build and own client and stakeholder relationships at senior level (e.g. senior managers and or prime external customer).
- May have to manage third party suppliers in terms of selection, deliverables, timelines and budgets.
- Directs and manages on all elements of project and should guide Project Manager 1s.
- Might lead a team on a portfolio of “small” projects.

- Acts as lead change agent with ability to channel resources effectively internally developing better delivery practice or ability to identify the change impact on the organisation, identify stakeholders and manage relationships, risk and engagement to deliver the project's outcomes successfully.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification *Project Manager 2*

Requirements	Essential (E) or Desirable (D)	To be identified by: application (A), interview (I)
Qualifications: <ul style="list-style-type: none"> Prince2 Foundation* Prince2 Practitioner, Membership of APM, IPM or similar organisation with strong project management credentials 	E D	A, I A, I
Experience: <ul style="list-style-type: none"> Minimum of 2 years delivering major ICT Projects* Good understanding and practical experience of Prince2 and its application in a commercial and local government environment Leadership of high-performance project teams Mentoring more junior project managers/co-ordinators 	E D D D	A, I A, I A, I A, I
Knowledge and skills: <ul style="list-style-type: none"> Significant experience of leading and delivering projects, financials, major resources, including third party suppliers, and transition into operational service* Demonstrable record of resolving issues that threatened to delay or seriously disrupt project goals (resource, budget or stakeholder in nature) Ability to have the robust/difficult conversations with customer, third party suppliers and stakeholders Extensive project team leadership e.g. implementation managers, engineers/technicians, analysts and other subject matter experts * Seeks guidance from Senior Project Manager Can lead risk workshops and employ other techniques in support of risk management Ability to plan for and manage project risks; and take swift, appropriate and decisive action to address issues * Able to monitor and govern budgets for projects in line with LCC financial principles and processes * Ability to develop, execute and govern resource plans for projects * Act on project lessons learned and ensure reuse of change services to minimise the need for bespoke project delivery Proven good customer management skills and ability to build relationships with stakeholders as necessary 	E D D E D E E D D	A, I A, I A, I A, I A, I A, I A, I A, I A, I



• Ability to select and manage third-party suppliers for the delivery of major components within projects	D	A, I
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• Ability to work in professional and tactful manner when dealing with staff and clients	D	A, I
• Ability to develop trusted relationships with internal and external customers, senior managers and external partners	D	A, I
• Ability to meet strict deadlines, working under pressure and be responsive to changing priorities *	E	A, I
• Ability to display resilience, energy, reliability and composure, often under pressure	D	A, I
• Manages resources actively in order to optimise productivity and utilisation	D	A, I
• Takes responsibility for solving customer challenges, regardless of organisational boundaries	D	A, I
• Removes barriers to Right First-Time delivery to customers	D	A, I
• Adapts plans to meet changing customer priorities *	E	A, I
• Provides a sense of urgency for delivering, whilst ensuring quality is maintained	D	A, I
• Builds effective relationships across teams that continue after task or project has finished	D	A, I
• Resolves issues that prevent effective teamwork	D	A, I
• Engages stakeholders effectively *	E	A, I
• Consistently delivers on commitments, even when under pressure *	E	A, I
• Develops open and honest relationships with colleagues, customers and partners *	E	A, I
• Communicates news - good or bad - clearly, promptly and honestly *	E	A, I
• Flexibility to attend meetings outside of normal office hours	E	A, I
• Office-based with off-site as required	D	A, I
Other: Commitment to equality and diversity Commitment to health and safety Display the LCC values and behaviours at all times and actively promote them in others	E E E	I I I