

Senior Digital Project Manager

Job Description

Directorate:	Resources		
Service:	Digital Strategy & Delivery		
Location:	County Hall		
Salary range:	Grade 10	Grade:	10
Reports to:	Digital Delivery Manager (Subject to change)	Staff responsible for:	Digital Delivery Team

Job purpose and scope

The Senior Digital Project Manager will be responsible for managing complex digital projects to enhance LCC's digital presence, improve digital resilience, modernise council working practices and enhance the user experience.

The Senior Digital Project Manager will cover a range of complex digital delivery work from pre-project discovery and opportunity analysis to formal project delivery. They may also act as a project manager reporting to programme managers in larger digital programmes of work. The role will have a focus on benefit realisation to the Council in everything they do, with an emphasis on delivering true business value rather than simply administering plans and project activity. Proactive risk and issue management will be at the heart of this role, ensuring we maintain our delivery and manage and mitigate anything which detracts for this. The postholder will be expected to take personal ownership of the agreed timeline, intended outcomes, and stakeholder communications in all of their work.

The role will operate to the highest standards within agreed frameworks such as Agile, Prince2, and MSP to support digital delivery.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Accountabilities/Responsibilities

- Manage the planning, execution, and delivery of LCC's complex digital projects from initial concept and business case development to formal projects.
- Work within agreed programmes of work to deliver the Council's technical strategy and its wider digital strategy

Senior Digital Project Manager

- Ensure any complex project they are responsible for is structured in accordance with the agreed methodology and has in place appropriate governance, business case, planning, risk and issue management, management documentation, and timely progress reporting
- Responsible for ensuring business stakeholders in any delivery work or project are effectively involved, have clear roles/remits and have the support to actively contribute to shape requirements and direct (as appropriate) delivery.
- Collaborate with cross-functional teams across the Council to ensure successful project outcomes
- Responsible for actively managing project progress and promptly addressing any issues that arise
- Maintain some awareness of wider progress on programmes and projects within Digital services and identifying any dependencies or interdependencies not yet identified
- Stay updated with the latest digital trends and technologies
- Manage project budgets and resources effectively
- Manage discovery work as directed by the Digital Delivery Manager to understand opportunities for digital in the Council prior to formal projects being commissioned
- Work across a range of digital change and digital development tasks, ensuring alignment with LCC's digital and strategic objectives
- Engage with stakeholders to gather requirements and provide regular updates on project status
- Identify and mitigate potential risks to project delivery
- Focus on benefit realisation from all activities, ensuring the delivery of true business value
- Proactively manage risks and issues, taking personal ownership of timelines, intended outcomes, and stakeholder communications.

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 are expected to be flexible and may be required to operate in different areas of work/carry out different duties as required.

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.
- **Safeguarding Commitment**
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

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.

Senior Digital Project Manager

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Qualified professional or equivalent with significant relevant experience, OR
- Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant roles
- Relevant project management qualifications (e.g., PRINCE2 practitioner, MSP, Agile) or equivalent experience to practitioner level

Experience

- Demonstrable track record of successful delivery of digital projects and associated benefits in a complex organisation
- Strong and proven experience of creating objective and evidence-based business cases for change
- Strong and proven experience of undertaking risk and issue management and keeping projects on track
- Strong and proven experience of effective stakeholder engagement and supporting senior officers to understand project scope, delivery, risks and issues and benefits tracking
- Strong and proven experience of support less experienced digital change/project officers in their work

Essential knowledge, skills & abilities

- Excellent project management skills
- Ability to work independently and apply significant judgement to proactively manage sensitive issues or risks, discussion with stakeholders and maintain confidence in a planned change exercise
- Proactive and 'can do' attitude to project delivery, demonstrated through a successful track record of project implementation
- Excellent communication and stakeholder skills across all levels in an organisation
- Excellent attention to detail and thorough and robust approach to maintaining change and delivery documentation which is meaningful and supports delivery
- Proven ability to operate with complete transparency on progress and with an absolute concern for the business outcome(s) needed
- A flexible approach to delivery and ability to adjust delivery approaches to maximise the change of success
- Ability to understand the difference between governance and consultation and ensure stakeholders are clear on their roles/remit/responsibilities. Proven understanding of the need to avoid complex stakeholder engagement and role confusion leading to wasted time, effort and unclear decision making
- Ability to work under pressure and meet deadlines

Senior Digital Project Manager

- Proficiency in digital tools and technologies and ability to translate complex technical concepts into simple business language
- Good communication skills and ability to engage with all levels of stakeholders in a complex organisation
- Absolute focus on user's need and benefits in everything they do

Other essential requirements

- 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.