



## Job Role: Project Manager

### Job Family: Specialist

## Broadland District Council and South Norfolk Council

### Purpose

Project managers will lead on the development and delivery of key projects within the One Team. The Project Manager will be responsible for the timely delivery of a diverse range of projects and this will involve a large amount of collaboration with both internal and external stakeholders; supporting the Councils to be forward thinking and innovative to enable the transformation of services across the councils that secure the best possible outcomes for local residents, businesses and visitors.

### Key accountabilities

- Lead and facilitate the delivery of a wide range of transformation and change projects to ensure the councils are delivering services to an excellent standard.
- Develop high level business cases, including financials and project plans to assist in the delivery of key council transformation and innovation projects and programmes, ensuring they are delivered on time, within budget, in a business-like and commercial manner and aligned to the One Team's strategy.
- Manage a Project Group working to deliver a range of projects, ensuring projects are delivered against all schedule, within the requirements specified for the project, such as budget.
- Work closely with key stakeholders such as CMLT and senior managers to track programme progress, identify strategic issues and ensure delivery against budgets and efficiency plans to ensure the One Team is delivering against their objectives within agreed budgets.
- Work alongside key stakeholders to facilitate the appropriate programme, project and resource planning approaches across the organisation.
- Work with internal and external stakeholders and suppliers, to design innovative solutions and establish requirements and priorities.
- Support cross-council performance monitoring and continuous improvement, ensuring the Council and teams promptly and effectively address areas of poor performance to ensure the services delivered to our customers are of a high standard.
- Support and deliver the customer experience strategy and transformation projects.

## Generic skills, knowledge and experience

- Regularly undertake **problem-solving** duties on extremely complex technical activities.
- **Responsibility** - work under little direction, whilst being responsible for own work as well as overseeing the project team
- **Decision making** – *make high level decisions which could have a large impact on the One Team*
- **Excellent communications** - skills including regular presentation to stakeholders, including clear delivery and such as Corporate managers, Members, Committee/Panels or other key external bodies.

## Role specific skills, knowledge and experience

- Educated to degree level (or equivalent level of qualification) in project management or hold a significant equivalent previous proven experience within this.
- Experience of leading cross-organisational change/transformation projects/programmes to deliver improved benefits.
- Experience as a project manager in a fast paced, delivery environment.
- Experienced and competent in management of the budget and financial aspects of ongoing projects.
- Excellent ability to think innovatively to manage and develop solutions to new problems and developing ideas across the organisation with demonstratable analytical skills to deliver service improvement.
- Specialist knowledge within project management and experience in system and process improvement techniques and transformation methodologies.
- Demonstrable experience supporting performance management and continuous improvement.
- Excellent communication skills, both oral and written with the ability to advise and influence senior officers, members and stakeholders.
- Experienced within the full project lifecycle.
- 31-45% of this role's time will be spent on external communication.

Date: June 2021