

<b>Title:</b> <b>ICT Senior Project Manager</b>	<b>Department:</b> <b>Environment and Resources</b>	<b>Post Ref:</b>
<b>Job Purpose:</b>  <p>To project manage ICT and business change projects to the required standard of quality and within the specified constraints of time and cost in order to deliver tangible service and business improvements in line with, and contributing to, Nottinghamshire County Council's strategic aims and objectives.</p> <p>To contribute to the development and delivery of the ICT strategy and business plan.</p>		
<b>Key Responsibilities</b>  <ol style="list-style-type: none"> <li>1. To work with members of the ICT Service; Service Directors and their teams; the improvement programme and external suppliers in the planning and delivery of key projects (up to three major projects at any one time) supporting the County Council's programme of improvement and transformation.</li> <li>2. Support the management and delivery of ICT capital and revenue funded programmes, national ICT programmes, ICT policies and related targets.</li> <li>3. To work with the business and ICT colleagues to identify and develop a robust business case for each project managed.</li> <li>4. To fully scope the project and design the governance, delivery framework and project methodology to suit each type and complexity of project and service environment (PRINCE2, Agile, Change Management approach etc.); including the most effective ways of engaging and involving staff in the change process.</li> </ol>	<b>Key Accountabilities</b>  <p>For each project managed:</p> <ol style="list-style-type: none"> <li>1. To the project sponsor and board for delivering the project outputs on time, within budget and to the required standards.</li> <li>2. To the project sponsor and board for the day to day management of the overall project.</li> <li>3. To the project sponsor and board for the day to day management of the project team (typically 10 to 20 staff).</li> <li>4. To the project sponsor and board for the day to day management of the project budget (typically £1 million+ in value).</li> <li>5. To the ICT Project Management Office manager for accurate and timely monthly reports and updates on project progress.</li> </ol>	

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| <ol style="list-style-type: none"><li>5. Ensure that the project roles and responsibilities are clearly defined and understood by the project board and team members.</li><li>6. To identify clearly defined objectives, deliverables and outcomes within projects ensuring that, through a structured benefits management and realisation approach, expected business benefits can be achieved by the organisation.</li><li>7. To secure appropriate resources to deliver the project in terms of staff, skills, funds and supportive functions.</li><li>8. To build, lead and motivate project teams taking responsibility for the management and development of the team and delivery of the products and services to meet the needs of the Authority within agreed standards.</li><li>9. Ensure that work packages issued to team members are fully defined, authorised and effectively carried out.</li><li>10. To manage development of the technical solution to meet specified needs on a project. Including:<ol style="list-style-type: none"><li>a. Developing existing IT systems and associated processes and procedures to support an operational requirement at the Corporate and Service level.</li><li>b. Developing new IT systems and associated processes and procedures to support an operational requirement at the Corporate and Service level.</li></ol></li><li>11. To monitor, measure and report on project progress throughout its full life cycle, ensuring key milestones and deliverables are achieved by developing project plans, carrying out formal risk and issue management and escalating as appropriate to the project sponsor and board.</li></ol> |  |
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<p>12. To be responsible for the control of project budgets, carrying out reviews and evaluations as required and presenting updates and findings to the project sponsor and board.</p> <p>13. To implement a quality management system on projects to ensure that products, services and processes delivered are fit for purpose and meet local, national and international standards where applicable (e.g. Public Services Network, Banking standards, Data Protection Act).</p> <p>14. Where a project forms part of a larger programme of work, liaise with the programme manager and ensure delivery of project outputs in line with the overall programme plan.</p> <p>15. To support the ICT PMO Manager by providing management information on projects to assist in monitoring and controlling the ICT programme of work.</p> <p>16. To mentor less experienced project managers in the team and actively work with the programme manager to develop the skills, experience and capability of these project managers.</p> <p>17. Membership of any working groups, forums or committees within the post holder's area of work.</p>	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

## Person Specification

### Education and Knowledge

1. Educated to degree level and can demonstrate relevant experience as a project manager.
2. Accredited PRINCE 2 Practitioner or Association of Project Management Association (APM) Practitioner Qualification (IPMA Level C).

### Personal skills and general competencies

20. Sets an excellent example of customer care for other staff.
21. Effectively sets direction for a team providing motivation for all to deliver high performance.

3. Recognised training in AGILE software development and project delivery techniques is desirable.
4. Management of Successful Programmes / Management of Risk practitioner qualification is desirable.

#### Specialist Knowledge/Skills

5. Project management skills including the practical use of a major project management methodology and techniques.
6. Knowledge and experience of Benefit Realisation Management processes.
7. Knowledge and understanding of managing and monitoring budgets and cost benefit analysis.
8. Proven experience of use of Risk Management techniques to ensure Project delivery.
9. Detailed knowledge of IT systems and solutions and their effective implementation with an understanding of NCC's current technology base and emerging technologies.
10. Skilled and experience of key infrastructure technologies such as Servers, Communications, Operating systems, etc.
11. Skilled and experience of key enabling technologies such as Document Management, CRM, e-forms etc.
12. Has proven project and people management skills with knowledge of NCC's policy framework, management structures and reporting procedures.
13. Experienced user of MS Project, Word, Excel, Visio, e-mail, PowerPoint and the internet / intranet.

#### Other Knowledge/Skills

14. Excellent communication and interpersonal skills in meetings, presentations and workshops.
15. Time management and team working ability are essential.
16. Presentation, written and verbal communication, numeracy skills are essential;
17. Influencing and negotiating skills to ensure high-level buy-in, commitment and resources.

22. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness
23. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness
24. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards
25. Takes an active role in managing risk, health and safety and safeguarding issues.

18. Facilitation skills to promote creative thinking and problem solving by service delivery staff and service area specialists. 19. Commercial and contractual knowledge and awareness.	
<b>Experience</b>  26. Five years relevant work experience as a project manager. 27. Proven experience in managing large, complex, and crosscutting projects. 28. Demonstrated detailed project management and organisational skills appropriate for a multi-tasked work environment.	
<b><i>Role Dimensions</i></b>  29. Projects typically cover all major internal services and/or joint delivery with other public sector partners. Successful delivery is often a critical factor in helping those services achieve external KPIs and internal Strategic Plan objectives. 30. The breadth of project management covers the full range of ICT project types, including major application selection and procurement, in-house system developments, and major infrastructure refresh/roll-outs. The role is therefore multi-disciplinary in terms of team management responsibilities. 31. The input to overall development of project management and system development standards contributes to broader project management development within the County Council and its partners. 32. The post holder will be expected to retain responsibility for the full life cycle of each project, from initial definition and planning, through monitoring and control, to controlled finish and post-implementation review, using best practice standards (including PRINCE2, Agile and internal system development standards) 33. Build relationships with, and co-ordinate between multiple parties, e.g. more than one Service can be involved in a project, as well as internal and external partner organisations and external suppliers. 34. Building relationships, ensuring credibility with a wide range of stakeholders, up to, and including Service Director level, across Directorates in NCC, Partner Organisations, other Local Authorities and external suppliers. 35. Engaging stakeholders and ensuring their understanding of often complex technical systems and detailed process developments as part of the implementation of a project. 36. Providing support, advice and guidance to Senior Managers acting as Project sponsors and board members. 37. Advises senior management teams on the selection of ICT systems, services and technologies to meet their business objectives and provides technical advice to operational managers. 38. At this level projects are typically £1million+ in value, with the project manager expected to manage the full project budget.	

39. Project teams to be managed vary in size, but may typically include 10 – 20 staff, including people on secondment from customer departments. Responsibilities include mentoring/coaching for team members, planning of appropriate learning and development, regular supervision and management of agreed work packages
40. Matrix management often includes management of temporary project team members from customer departments, in addition to those staff directly employed within the ICT service, plus the supervision of external contract staff employed to work on projects
41. As well as internal customers, major projects may also include external partnerships with other public sector organisations.