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### **JOB DESCRIPTION**

|                           |  |
|---------------------------|--|
| <b>POST TITLE:</b>        | ICT Project Manager (Fixed Term)                     |
| <b>REPORTS TO:</b>        | Product Delivery Manager                             |
| <b>RESPONSIBLE FOR:</b>   | None   |
| <b>GRADE &amp; SALARY</b> | Grade 7 - This is a fixed term (12 months) position. |

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### **OVERALL PURPOSE OF ROLE:**

In the capacity of a Programme Manager, support the delivery of multiple projects which interconnect or are complex in nature. Support the Product Delivery Manager in developing and implementing the Business Plan to deliver the business objectives of Strata's customers and Strata itself.

Assist manager to develop and maintain the programme of Strata projects together with good stakeholder involvement and communication using the incumbent tools at the time such as KanBan and project planning tools.

Engage with key service managers across all customers as directed by Business Relationship Managers or from customer requests, regularly for creation and management of business cases and change requests.

### **CORE RESPONSIBILITIES**

1. Oversee management of projects through entire lifecycle ensuring scoping, design, delivery and BIS phases are completed.
2. Maintain a resource allocation plan against projects and an agreed change programme.
3. Secure appropriate resources to deliver the project in terms of staff, skills, funds and supportive functions.
4. Ensure project budgets and costs to complete are recorded.
5. Collaborate with stakeholders to define product requirements, features, and release schedules.
6. Develop and maintain detailed project plans, timelines, and roadmaps, tracking progress and adjusting plans as needed.
7. Coordinate with Strata teams and council teams to execute project tasks and deliverables and maintain a resource allocation plan for all Strata staff against projects and changes.
8. Identify and mitigate risks and dependencies that may impact product delivery, implementing mitigation strategies and contingency plans.
9. Communicate project status, updates, and risks to stakeholders.
10. Ensure that work packages issued to team members are fully defined, authorised and effectively carried out and ideally delivered using the appropriate project management methodology.
11. Support the PMO by providing management information on projects to assist in monitoring and controlling the ICT programme of work.
12. Provide all required project documentation to the PMO for review and approval to proceed to the next project stage. Said documentation is as defined by Strata Project Governance standards or as prescribed by the PMO.
13. Ensure projects deliver the desired outcomes to the agreed quality level where appropriate.
14. Provide regular input to the Service Improvement Plan.
15. Any other duties commensurate with grade and role.



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OUR VALUES form the behaviours that we expect from all of our team, these help us to assess your performance in the role.

| VALUE            | DESCRIPTION  | ESSENTIAL (E)<br>DESIRABLE (D) |
|------------------|--|--------------------------------|
| SELF DEVELOPMENT | Wanting to improve ourselves, and looking for different ways to learn  | E                              |
| TEAM             | Actively participates as a member of a team, pro-actively contributing to the completion of objectives.                | E                              |
| RESULTS          | Demonstrates drive and passion to achieve objectives   | E                              |
| ACCOUNTABILITY   | Demonstrates ability to focus on completion tasks and can ensure tasks are completed within deadlines.                 | E                              |
| TRUST            | Able to build lasting relationships which demonstrate reliability, integrity and consistency                           | E                              |
| ADAPTABILITY     | Having flexibility in handling change as well as adapting to new situations with fresh ideas or innovative approaches. | E                              |

**SIGNATORY**

**PRINT NAME**

**DATE**

Job holder -----

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Line Manager-----

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This job description is not an exhaustive list and will be updated annually to reflect job requirements in accordance with our performance management process. From time to time the post holder may be asked to perform additional tasks which are not detailed within the core responsibilities for this role



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**PERSON SPECIFICATION** we use this criteria not only to assess your skills coming into the role but to ensure that we evaluate the requirements fairly.

| Category                    | Requirements  | Essential/<br>Desirable<br>(E/D)  | Method of<br>Assessment |
|-----------------------------|---|---|-------------------------|
| <b>Education/training</b>   | <ul style="list-style-type: none"> <li>▪ Good general school background</li> <li>▪ Technical or business degree</li> <li>▪ Prince 2 or other project management methodology</li> </ul>  | <p style="text-align: center;">E<br/>D<br/>E</p>  |                         |
| <b>Knowledge</b>            | <ul style="list-style-type: none"> <li>▪ Overall understanding how developed systems and third party IT systems can be integrated to deliver a business systems strategy</li> <li>▪ Working knowledge of the full life cycle of a project and how Prince2 can be applied</li> <li>▪ Working knowledge of the full life cycle of a system.</li> <li>▪ Programme management and stakeholder management and how Prince2 practice can be used pragmatically</li> <li>▪ Business case production</li> <li>▪ Understanding of PSN requirements relating to business systems.</li> <li>▪ Understanding of software system design processes</li> <li>▪ Working knowledge of information and data delivery and management requirements.</li> <li>▪ Broad understanding of wide range of IT infrastructure</li> <li>▪ Good knowledge of local government business and processes.</li> <li>▪ Understanding of financial management and reporting processes in a council</li> <li>▪ ITIL processes and use of cmdb</li> </ul> | <p style="text-align: center;">E<br/><br/>E<br/><br/>E<br/><br/>E<br/><br/>E<br/><br/>E<br/><br/>E<br/><br/>E<br/><br/>E<br/><br/>D<br/><br/>E<br/><br/>E<br/><br/>D<br/><br/>E<br/><br/>E<br/><br/>D</p> |                         |
| <b>Skills and Abilities</b> | <ul style="list-style-type: none"> <li>▪ Able to clearly plan and prioritise tasks and coordinate own and other staff's workloads in a mixed environment of project and customer support.</li> <li>▪ Able to plan and develop a programme of IT projects with interlinked and scarce resources</li> </ul>   | <p style="text-align: center;">E<br/><br/>E<br/><br/>E</p>  |                         |



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|                                 |  |   |  |
|---------------------------------|--|---|--|
|                                 | <ul style="list-style-type: none"> <li>▪ Stakeholder management and communication</li> <li>▪ Sound project management ability for complex ICT projects</li> <li>▪ Able to build productive and collaborative relationships with key customers and colleagues</li> <li>▪ Able to analyse problems to root cause and develop improvement strategies and actions.</li> <li>▪ Makes best use of available information and resources to exercise decision making responsibilities</li> <li>▪ Communicates honestly, openly and clearly</li> <li>▪ Focuses on the system of work and pays attention to measures and deadlines</li> </ul> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |  |
| <b>Successful experience in</b> | <ul style="list-style-type: none"> <li>▪ Developing project management processes and developing programme reports for customers</li> <li>▪ Developing specifications and user requirement for systems and projects</li> <li>▪ Managing a portfolio of 3<sup>rd</sup> party business systems and dealing with suppliers</li> <li>▪ Negotiating with suppliers and managing contract and supplier relationships.</li> <li>▪ Carrying out service reviews and developing stakeholder relationships.</li> </ul>  | <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>          |  |
| <b>Special requirements</b>     | <ul style="list-style-type: none"> <li>▪ A valid driving licence and own car with business insurance are essential (reasonable adjustments may be possible according to the Equality Act).</li> </ul>  | <p>E</p>  |  |



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### RISK ASSESSMENT PROFILE

**[RAP forms part of the Job Description please ensure a copy is always attached]**

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

|                |                                      |                |                                     |
|----------------|--------------------------------------|----------------|-------------------------------------|
| <b>Level 1</b> | <b>Seldom or never</b>               | <b>Level 4</b> | <b>Regular (2-3 times per week)</b> |
| <b>Level 2</b> | <b>Occasionally (once a month)</b>   | <b>Level 5</b> | <b>Daily</b>                        |
| <b>Level 3</b> | <b>Fairly regularly (1 per week)</b> |                |                                     |

| Potential risks and hazards                              | Level of Frequency |
|--|--------------------|
| Computer user  | <b>5</b>           |
| Car driving  | <b>3</b>           |
| HGV, LGV driving   | <b>1</b>           |
| Prolonged sitting, standing                              | <b>5</b>           |
| Exertion (other than lifting)                            | <b>1</b>           |
| Lifting  | <b>2</b>           |
| Manual handling – repetitive movements, bending twisting | <b>1</b>           |
| Working with the public                                  | <b>2</b>           |
| Face to face contact with abusive customers              | <b>2</b>           |
| Lone working   | <b>2</b>           |
| Night working = 3 hrs or more between 11pm & 6am         | <b>1</b>           |
| Shift working  | <b>3</b>           |
| Use of chemical and or skin irritants                    | <b>1</b>           |
| • Head phone use/ auditory performance / noise           | <b>1</b>           |
| ❖ Hand arm vibration / noise                             | <b>1</b>           |
| ❖ Use of machinery / noise / vibration                   | <b>1</b>           |
| Outside working / inclement weather                      | <b>1</b>           |
| Exposure to the sun through outside working              | <b>1</b>           |
| Working at heights (above 2 metres)                      | <b>1</b>           |
| Working in confined spaces                               | <b>1</b>           |
| Risk of exposure to bodily fluids                        | <b>1</b>           |
| Risk of contact with infectious diseases                 | <b>1</b>           |
| Risk of exposure to asbestos                             | <b>1</b>           |
| Other - please specify                                   |                    |

- Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]
- ❖ Any post identified in levels 2-5 will require a hand arm vibration screening test