**`Manchester City Council**

**Role Profile**

**Project Manager Level 2, Grade 9**

**ICT Service, Corporate Core Directorate**

**Reports to: Programme Manager**

**Job Family: Project & Programme Management**

**Key Role Descriptors:**

This role will develop and deliver projects and initiatives to meet identified objectives and ensure that change is managed effectively by developing solutions and strategies to deal with complex problems.

The role holder will effectively manage and successfully deliver projects in partnership with strategic managers, commissioners and providers in response to key challenges and priorities.

The role holder will take direct responsibility for the successful delivery of all elements, ensuring deadlines and objectives are met to specified levels of time, budget and quality.

**Key Role Accountabilities:**

Define scope of projects and initiatives, including producing project initiation documents as appropriate, ensuring deadlines are understood and adhered to and that objectives are clearly articulated and understood.

Manage the successful delivery of projects and initiatives on time, to budget and of the right quality, ensuring that key benefits are realised, using the City Council’s standard project management methodology where appropriate.

Develop and maintain effective relationships with senior officers and produce high quality, timely reports and briefings, pulling together complex information from numerous sources.

Develop and facilitate effective relevant forums and networks involving all stakeholders, ensuring clear and effective channels of communication.

Identify opportunities for taking forward action on defined strategic priorities and drive the implementation of co-produced, innovative local strategies and plans.

Maintain control of the programme of work, responding effectively to changing circumstances and managing an effective and appropriate change control process.

Proactively engage, build links with and co-ordinate a wide range of collaborative, trusting, effective partnerships.

Successfully manage risk through effective analysis, mitigation and contingency planning. Develop and manage appropriate risk and issues logs, monitoring, updating and reporting progress against these.

Manage all project documentation (in a manner consistent with the Manchester Method where appropriate) including management of effective record keeping and version control of project documentation.

Ensure that individual and multiple projects are effectively resourced and that all key stakeholders are identified and roles and responsibilities agreed and communicated effectively

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement and commitment to improve the health & wellbeing of Manchester’s population.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

**ICT Service:**

The overall aim of the ICT Service is to manage the network, computers and systems that support internal and external Council services. ICT also provide strategic direction for technology development and ICT Project Management.

The ICT Service supports over 9000 users of PCs, laptops and Wyse Citrix terminals across the Manchester City Council network and remotely.

**The Delivery and Test Function:**

The Delivery and Test Function will be responsible for the control and delivery of the portfolio of ICT projects ensuring alignment with the ICT Strategy and Directorates priorities. The Delivery function will be aligned to Directorates to provide more effective control of the Directorates’ project portfolio and more visible and effective stakeholder management.

The Project Managers will have a specific focus/alignment with the three Directorates: Corporate Core, Children & Families, Growth & Neighbourhoods, although they will be required to work flexibly across all directorates if the workload demands it. Some of the Project Managers will have responsibility for managing a range of universal (technical) projects which cut across the whole organisation (such as DWS, PSN).

The Project Manager will report to one of the Programme Managers

**Project Manager Level 2, Grade 9 – Key Competencies and Technical Requirements**

**Our Manchester Behaviours**

**· We are proud and passionate about Manchester**

**· We take time to listen and understand**

**· We ‘own it’ and we’re not afraid to try new things**

**· We work together and trust each other**

**· We show that we value our differences and treat people fairly**

**Generic Skills**

* **Communication Skills -** Excellent communication, both oral and written. A skilled communicator in terms of the political/officer interface. Shows integrity, creates rapport, trust and confidence.Well-developed influencing and persuasive skills and ability to offer a persuasive argument both with internal and external stakeholders in order to achieve key project milestones whilst retaining a positive attitude. Proven ability in managing relationships with project stakeholders at all levels of seniority through effective communication.
* **Project Management:** Ability to develop detailed project schedules including the ability to develop and monitor project progress through the use of GANTT charts and other effective mechanisms. Ability to identify, assess and manage risks to the success of the project. Experience of working on projects within a project environment and to a structured project methodology.
* **Planning and Organising:** Ability to plan, direct and coordinate activities to manage and implement interrelated projects from project initiation through to implementation. Create own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others.
* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. Strong decision making skills with the ability to resolve complex issuesin a pressurised environment.
* **Strategic Thinking:** Skills to develop measures and methods for monitoring and evaluating performance against the strategic plan. Identifies good practice and contributes to the development, implementation and evaluation of strategy to shape future plans.
* **Commissioning Skills:** An awareness of the role of commissioning in effective and efficient service delivery. Ability touse the skills and knowledge of partners to inform commissioning intentions in a wide area of activity.

**Technical requirements (Role Specific)**

* PRINCE 2 practitioner or equivalent.
* Previous experience of line management and developing a project delivery team.
* Experience of supplier management and awareness of how the external market affects the business and service.
* A strong customer focus, recognising internal and external customers, establishing effective relationships.
* Strong communication (verbal/written) and influencing skills, with an ability to manage internal and external relationships up to senior levels of management.
* Experience of delivering projects via third parties.
* To work flexibly as required to meet customer demand and service requirements.