**Manchester City Council**

**Role Profile**

**Project Manager Level 3, Grade 10**

**ICT Service, Corporate Core Directorate**

**Reports to: Head of Digital Delivery and Engagement**

**Job Family: Project & Programme Management**

**Key Role Descriptors:**

The role holder will develop, manage and successfully deliver complex, high value-projects and initiatives, taking direct responsibility for the successful delivery of all elements to agreed levels of time, budget and quality.

The role holder will manage, deploy and co-ordinate resources effectively, ensuring that project / initiative necessities are fully identified, including staffing, financial and ICT requirements.

The role holder will ensure that change is managed effectively by working with relevant project teams and key stakeholders within the business.

**Key Role Accountabilities:**

Provide strong leadership to project resources, framework partners and consultants, defining work, ensuring deadlines are understood and adhered to and that project objectives are clearly articulated and understood.

Manage the successful delivery of a range of highly complex projects and initiatives on time, to budget and of the right quality ensuring that regular reporting arrangements are in place to keep project boards and key stakeholders informed.

Proactively utilise business management tools and solutions to effectively manage resources and individual project budgets and expenditure forecasts ensuring delivery of the project to an agreed budget and providing updates on a regular basis. Effectively manage project risk through effective analysis, mitigation and contingency planning.

Deliver a range of fully assessed options for resolution of highly complex issues in order to drive effective decision-making, monitor interdependencies and risks between projects and escalating risks of potential conflicts where necessary.

Identify, develop and maintain effective relationships with senior officers and other key stakeholders, ensuring clear and effective channels of communication. Maintain control of scope through an effective change control process, consulting with key stakeholders as necessary.

Accountable for the management of all project documentation, including effective record keeping and version control of project documentation.

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.

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 role holder 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 role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**Manchester City Council**

Manchester City Council (MCC) supports a resident population of approx. 575,000 people and employs over 7300 staff & supports various external partnerships. The *Our Manchester Strategy - Forward to 2025* sets out how MCC will create a sustainable, equal and inclusive city. At the heart of these ambitions is the desire to achieve equality for all Manchester communities, recognising that for some communities this will mean more support is needed to reduce inequalities and improve outcomes.

The Council is split into Directorates: Adults’ Services; Chief Executive’s; Children’s Services; Corporate Services; Growth and Development; Neighbourhoods; Population, Health and Wellbeing.

**ICT & Digital Department**

The vision of the ICT & Digital department is “a relentless drive towards digitally empowering better outcomes for the Council and its communities using inclusive, secure & connected technologies to underpin exemplary ICT & Digital service delivery.”

The ICT & Digital department support Manchester City Council by providing technology, infrastructure, and digital services. These range from public facing websites to network operations and cloud services. ICT Portfolio and core functions include:

**Portfolio & Departmental Management Office (PDMO):** Ensures alignment of all ICT & Digital activity with strategic objectives, outcomes, and capacity to deliver, to enable benefit realisation and support continual service improvement. Provides governance standards across all ICT & Digital areas to allow proactive selection, prioritisation, and control of the complete portfolio of activity. Has overarching responsibility for all financial management, contracts and licensing that underpin effective transition and sustainable ICT & Digital service delivery.

**ICT Operations:** Provides the core operational function of the ICT & Digital department. It is responsible for the following IT Infrastructure Library (ITIL) functions: Service Desk, IT Operation Management, Technical Management, Platform Management and Application Support Management. ICT Operations is at the forefront of ICT service delivery and is one of the most important elements that keeps the organisation running.

**Cyber Security & Compliance:** Provides the operational security controls, security guidance, security assurance, cyber risk management, and compliance activities that support all products and platforms within the Council. Protects networks, devices, and data from unauthorised access or criminal use by the practice of ensuring confidentiality, integrity, and availability of information.

**Enterprise Architecture (EA):** Provides a well-defined practice for conducting enterprise analysis, design, planning, and implementation for the successful development and execution of strategy. Enterprise Architecture reduces redundancy, complexity and information silos and business risks associated with ICT investments.

**The Digital Delivery Function:**

The Delivery Function is responsible for the control and delivery of the portfolio of ICT projects ensuring alignment with the ICT and Digital Strategy and Directorate priorities.   The Delivery function is aligned to Directorates to provide more effective control of the Directorates’ project portfolio and more visible and effective stakeholder management.  The delivery function is split into the following teams: Neighbourhoods and Growth and Development, Estates, Children and Families, Corporate Core and Universal.

The Project Managers will have a specific focus/alignment with one of the Directorate teams, although they will be required to work flexibly across all Directorate teams if the workload demands it.

The Project Manager will report to one of the Programme Managers who are aligned to each Directorate team

A high-level summary is provided below to add scale and context to the wide variety of services provided by the Council’s ICT & Digital service that is also supported by an investment plan to deliver Digital Transformation across:

* 212 Office locations inc. 27 libraries
* Circa 8000 ICT users and 96 elected Councillors
* 200+ Line of Business Applications
* 1000+ Virtual Servers hosted across resilient Cloud and On-Prem Data Centres
* 10,000+ Laptops, PC’s, and associated End User Devices
* 300 printers

**Project Manager Level 3, Grade 10 – 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**

* **Project Management:** Ability to develop detailed project schedules to develop and monitor project progress. Ability to identify, assess and manage risks, issues and actions relevant to the success of the project. Experience of working on projects within a project environment and to a structured project methodology
* **Strategic Thinking:** Evidence of thinkingcross-functionally and cross-organisationally, beyond one’s own professional areas of specialism is important as is the ability to conceptualise new, collaborative ways of achieving shared goals.
* **Planning and Organising:** Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.
* **Communication Skills:** 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.
* **Strategic Planning:** The ability to turn strategic ideas and objectives into practical, well organised plans with a focus on results, standards and objectives on time to quality, within budget and to reprioritise, plan and organise own and others’ work effectively to ensure these are met.
* **People Management:** Effective development, management and staff motivation, providing strong leadership and direction to the team. Proven ability to secure and direct resources to fulfil work requirements over a wide area of service.
* **Finance:** Excellent financial planning skills to develop short, medium and long term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity.
* **Commissioning Skills:** An awareness of the role of commissioning in effective and efficient service delivery.
* **Excellent time management** skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

**Technical requirements (Role Specific)**

* PRINCE 2 practitioner or equivalent
* Agile project management
* 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.
* Experience of delivering projects in partnership with third parties.
* To work flexibly as required to meet customer demand and service requirements.