



Job Description

Job Title: Children's Trust Transformation Project Manager

POSCODE: HAY02432

Grade: M

Overall Purpose of Role

To define, develop and deliver projects that are large scale (typically over £250k) and/or complex and/or have a high level of risk attached, including business improvement and efficiencies, service redesign and improvement and other projects supporting the strategic direction of the organisation.

To be part of an in-house project management change capability, providing internal expertise on project life cycling from inception through to delivery and lessons learnt providing support to SROs and Service lead.

To define enabler requirements such as IT, HR, Finance, Legal & Comms for service areas within the transformation programme and to design solutions to meet these requirements supporting the SRO and Service leads.

Provide senior leadership and process redesign expertise. Accountable for the coordination of planning, facilitation of development and monitoring delivery for projects within the Transformation program; and for developing capacity and capability to embed service improvement tools and techniques supporting the continuous modernisation and redesign of traditional services within the Trust.

Main Accountabilities

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1	To facilitate service leads to define and agree priorities for transformation within their areas. Define and agree required enabler (IT, Finance, HR, Legal, comms) to deliver the transformation priorities they set. Recommend appropriate solutions and prepare specifications required for those solutions. Obtain Senior Responsible Owner (SRO) and/or Project Owner acceptance of proposals to meet their needs; and To ensure that all initial project plans and designs have a clear business case for the quality and financial benefits that can be realised from delivering the project
2	To actively engage with the Project Owner, SRO and other stakeholders during the design phases of a project and communicate effectively on project design & deliverables to ensure they are well received by the recipients of the change and that the project is ready to successfully start delivery phase

3	Coordinate, facilitate and support the delivery of project/work streams; apply proven project/programme management methodologies including the in house project management framework, tools and techniques to deliver rapid, demonstrable and sustainable improvements; providing practical consultancy support as needed working with SROs and Service leads as required to ensure that projects meet agreed timescales and budgets and that project objectives are achieved and to ensure that projects are designed, defined and delivered in a consistent
4	Ensuring performance reporting and tracking of benefits are monitored and reported along with risks, issues, assumptions and dependencies to SLT and the Transformation and Efficiencies Board Advise Project Boards, resolving issues and recommend corrective action as appropriate so that projects are sustained and implemented, working within the agreed decision making process/project governance arrangements
5	Provide change leadership and specialist knowledge, skills and experience in process and systems improvement across the Trust. Supporting the redesign of services and the introduction of new Council policies and procedures for major areas of work delivering and supporting further service improvement
6	Evaluate highly complex, sensitive or contentious project information; use project monitoring and evaluation data to report on project progress to SROs and stakeholder representatives at all levels both within and outside the organisation, and to influence decisions on project direction
7	Develop and promote greater and wider understanding of the concepts, methodologies, skills and techniques involved in service improvement and organisational change; produce articles for newsletters, journals and web publications; produce data and documentation for briefings, workshops and presentations; review and produce best practice guides; represent the Council at internal and external service improvement forums
8	Actively engage with all internal and external stakeholders, developing and maintaining effective and strategic links; influence, challenge and empower managers and staff to change and improve their services
9	Work with stakeholders to identify potential conflict between the interests of different individuals, cross divisional staff groups or Council departments. Provide facilitation expertise to encourage multidisciplinary team collaborative working to overcome resistance to change and to reduce conflict
10	Support the Head of the PMO in the maintenance and review of the Project Management SORP, templates, governance and reporting frameworks
11	To meet with key stakeholders across Northamptonshire and work in locations, where required
12	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

13	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.
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Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*
 We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
	Graduate level or equivalent professional qualification or relevant proven experience.	Essential
Degree or equivalent management experience	Advanced knowledge of business process/business improvement/project management acquired through degree or equivalent management experience.	Essential
Post-graduate qualification or professional training	Project management e.g. Prince2, MSP, LEAN practitioner or equivalent, MBA, MSc in Change Management/Strategic Leadership or similar.	Essential

Minimum levels of knowledge, skills and experience required for this post

Identify	Details	Essential/Desirable
Knowledge:		
Project Management	Knowledge and proven experience of project design including assessing business cases and defining clear priorities and benefits	Essential
	Knowledge and experience of the application of business process management methodologies, mapping and analysis tools.	Essential
	Knowledge and significant experience of delivery of project/change management concepts and methodologies in a complex environment e.g. PRINCE2, MSP, LEAN, (or equivalent)	Essential
National & Local Government	Awareness of the National and Local Government agenda, current issues	Desirable

	and challenges particularly in relation to Children's Social Care	
Skills:		
Communication & Influencing	Strong interpersonal skills and excellent communication with the demonstrable ability to recognise influence and manage the communication consequences of sensitive project issues	Essential
	Experience of presenting and a high level of skill in using other communication tools in a project environment to a wide range of stakeholders of different levels, including expressing complex technical, system concepts and ideas clearly and concisely to a non-specialist audience	Essential
Time management	Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe	Essential
Experience:		
Service delivery	Awareness of current best practice and evidenced based information that is applicable to the provision of quality services.	Essential
	Good working knowledge of service delivery disciplines and systems that support it, operations and customer access services and channels	Essential
Transformation	Experience of designing & managing medium and large sized transformation projects (>£250k), working with external partners. Evidence of consistently achieved results and benefits realisation within a largely unsupervised environment but within clear accountability framework	Essential
Stakeholder Management	Experience of managing stakeholder relationships within complex projects with the ability to manage and resolve conflict, negotiating skills, meeting challenging deadlines and delivering under pressure	Essential
People Management	Significant experience of successfully leading, managing, coaching and developing diverse project teams in delivering demonstrable and sustainable transformation and service change & improvements	Desirable

Managing multiple Projects	Experience of working in a dynamic and complex environment, handling multiple projects, developments and other business as usual tasks including risk and issue management simultaneously	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Safeguarding (<i>include for roles working with children/vulnerable adults</i>)	Demonstrate an understanding of the safe working practices that apply to this role.	
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

Disclosure level	
What DBS Level is required for this post?	
None	<input type="checkbox"/>
Standard	<input checked="" type="checkbox"/>
Enhanced Child Only	<input checked="" type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

Working Arrangements	
What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	<input type="checkbox"/>
Flexible	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>