

Role Title	Senior Project Manager
Job Family	Strategy, Change and Communities
Competency Level	Principal Officer
Pay Range / Scale	PO6
Purpose To manage complex change projects that deliver expected outcomes and benefits to the Council and its residents as part of the Council's strategic objectives.	
Generic Accountabilities	End Result/Outcomes
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. Service delivers excellent customer service.
Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Responses to major corporate or partner initiatives / complex operational issues are managed effectively. Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.

Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Lead on the delivery and management of complex business change projects at pace as required as part of the Change Agency portfolio delivery.	Takes full responsibility for the definition, documentation and satisfactory completion of large-scale projects (typically lasting 6 -12 months) with firm deadlines. Ensures that realistic sprint plans are prepared and maintained and provides regular and accurate reports to stakeholders as appropriate. Manages the change control procedure and ensures that agreed project deliverables are completed within planned cost, timescale and resource budgets, and are signed off. Provides effective leadership to the project team and takes appropriate action where team performance deviates from agreed tolerances. Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.
Manage multiple complex projects, ensuring they delivered to quality, on time and to cost as per the agreed outcomes.	Lead multiple project teams, providing the vision and ongoing leadership that ensures they are successful in delivering outcomes and intended benefits.
Provide specialist business change advice and coaching to colleagues to support the	Provide expert advice, interpretation, information, support and coaching to other colleagues within the Change

delivery of their projects.	Agency on the full range of operational, legislative and strategic issues within the field of business change and service transformation.
Support the SRO in managing customer expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance	SROs and all other project stakeholders are provided with a high-quality service, ensuring their needs are well understood and agreed outcomes are met. Good working relationships with Services are established, fostered and sustained, including providing support and guidance on how the Change Agency works with them in an agile way to deliver quality solutions. Stakeholders are engaged in the design, development and delivery of the programmes and projects. Stakeholders express high levels of satisfaction with project delivery.
Secure compliance and engagement with the project amongst the necessary stakeholders.	Projects are delivered using the Change Agency Framework and Toolkit, tailoring these to ensure that the projects are delivered to high quality.
Monitor and control the approved project plan.	Action is taken to swiftly resolve any issues.
Manage, lead, and support the project team to ensure that they meet their objectives and address any issues as appropriate.	Individuals and teams are set objectives that they consistently meet or exceed. Under-performance is identified and addressed at the earliest opportunity. Best practice is captured and shared via a 'lessons learnt' process.
To report on project activity for project and programme boards as necessary.	Highlight Reports and other required documentation completed as agreed in the project governance arrangements. Notification of any deviations in the project scope, schedule, budget or quality.
Review project deliverables and those responsible for them.	Outputs are delivered as identified at the outset of the project.

Nature of Contacts

Typically involves Heads of Service, Senior Managers, Programme Managers, and Project Boards across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Provide technology advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Responsible for managing Project Officers, Project Team, consultants and external contractors.

Responsible for end-to-end stakeholder management from engagement to sign-off and evaluation.

Procedural Context

Reports to: Senior Programme Manager / Head of Change

Responsible for delivering Change projects across the Council.

To manage projects in a practical and pragmatic way and ensure that they are completed on time and to budget. This will include managing the risks involved in a project and making sure that those involved are coordinated, motivated, and complete project work to the right standard.

Work within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within boundary of well-defined policies and procedures.

Research, analysis and interpretation of specialised complex information to generate ideas and formulate / source solutions.

Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to support the development and delivery of the service.

Occasionally the post will be expected to work from other locations.

Resourcing

Budget Responsibilities: Project Budgets

Supervisory Responsibilities: None

Knowledge, Skills and Experience

- Experience of managing large-scale projects in complex and challenging environments.
- Experience of managing complex change projects through effective change management and business analysis methodologies, tools and interventions at all stages of the process.
- Experience of project delivery through overseeing multi-disciplinary project teams and encouraging them to meet personal and organisational objectives.
- Experience of delivering projects and products using the appropriate agile project management methodology, learning & iterating frequently.
- Experience of report writing and communications for a variety of audiences, demonstrating numeracy and literacy, and applying expert knowledge.
- Possess in depth understanding of the latest trends in managing change and transformation in large complex organisation improving business systems and processes.
- Ability to act as a lead advisor for Change project delivery from within the Change Agency and provide coaching and guidance to team members.
- Be effective at planning, monitoring and reviewing.
- Possess in depth understanding of Agile, its values and principles, including backlog grooming, release and sprint planning, burn-up/down charts, and more.
- Ability to manage multiple projects and responsibilities at the same time.
- Excellent oral and written communication skills with an ability to interact effectively with people at all levels in an organization including senior level executives.
- An ability to respond to unpredictable volume of work, with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- Self-starter with high degree of initiative, urgency, and follow through.
- Possess strengths in organisational, attention-to-detail, reasoning, critical thinking, and problem-solving skills.
- Ability to lead, motivate, and direct a cross-functional project workgroups/ teams.

- Ability to work autonomously to meet the objectives of the organisation.

Indicative Qualifications

Educated to degree level or equivalent standard

Recognised programme or project management accreditation – e.g. Agile, Prince2, MSP etc.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed