

Role Title	Senior Project Manager
Job Family	Children's Services – SEND Service
Competency Level	Principal Officer
Pay Range / Scale	PO6
Purpose To provide project management of the SEND Reform Programme, driving transformational change across education, health and care services to improve outcomes, experiences and inclusion for children and young people with Special Educational Needs and Disabilities (SEND) through effective programme management, partnership working and co-production.	
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised; progress and implications are reported. The council's position is clearly stated.
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion or escalated if appropriate. Risk to the Council / customers is minimised.

Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
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 portfolio delivery.	Takes full responsibility for the definition, documentation and satisfactory completion of large-scale projects 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 are 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 delivery of their projects.	Provide expert advice, interpretation, information, support and coaching to other colleagues within the Change 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 advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

May be 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: Head of Service or Senior Programme Manager

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

Knowledge, Skills and Experience

- Demonstrated project management experience within complex public sector programmes.
- Strong skills in delivering co-production, co-design and stakeholder engagement.
- Experience in partnership collaboration and working across multi-agency environments, including education, health, and local government partners.
- Proven experience in delivering SEND improvement, transformation or change projects.

- Proficiency in managing programme governance, reporting, risks, and delivery plans.
- Capability to manage multiple priorities at the same time and deliver results within tight deadlines.
- Excellent oral and written communication skills with an ability to interact with and influence 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