Person Specification

Job title:	Senior Project Manager	Directorate:	Corporate Services
Grade:	Grade 13	Service / Team:	PCC IT & Digital Services
Date:	March 2024	Completed by:	

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	**Project Management** Knowledge and experience of the application of business process management methodologies, mapping and analysis tools, e.g. LEAN, Six Sigma, Visio. Knowledge and significant experience of delivery of project/change management concepts and methodologies in a complex environment e.g. PRINCE2, MSP, LEAN, (or equivalent), Theory of Constraints, PDSA cycle and the project development lifecycle. All round knowledge of capabilities of ICT to meet business needs, including I.T. systems requirements specification. Awareness of current best practice and evidenced based information that is applicable to the provision of quality services. Evidence of professional, academic or management studies in one or more of the following disciplines; HR, Finance, IT or Procurement. Commitment to ongoing lifelong learning and personal development Procurement and/or Contract Management experience, with understanding and experience of outsourcing. Experience of working across Finance, HR, I.T., Procurement or in a shared service environment. Good working knowledge of service delivery disciplines and systems that support it, operations	

and customer access services and channels.

Awareness of the National and Local Government agenda, current issues and challenges.

Experience of managing medium and large sized projects (£250k-£2m), working with external partners.

Evidence of consistently achieved results within a largely unsupervised environment but within clear accountability framework.

Experience of managing stakeholder relationships within complex projects with the ability to manage and resolve conflict, meeting challenging deadlines and delivering under pressure.

Significant experience of managing budgets.

Significant experience of successfully leading, managing, coaching and developing diverse project teams in delivering demonstrable and sustainable service improvements.

Experience of designing suitable key performance indicators and analysing results.

Data Management

Good understanding of data management techniques including public sector information security and classification levels.

Good knowledge of risk management and its application.

Expert in use of Microsoft applications.

Extensive knowledge and experience of working in Microsoft Project, Planner or other industry standard planning software

Local Authorities

Understanding the decision making and governance arrangements within local authorities.

Strategic knowledge across all business functions (i.e. finance, quality, business development, HR and communications).

Working With Members

Understanding of, and sensitivity to working with members.

	Organisational and political structures within the local Authority environment.	
SKILLS & ABILITIES	. **Working Together** Ability to build strong, professional relationships. Ability to communicate across a diverse and challenging community of stakeholders. Highly developed networking and influencing skills. Ability to negotiate and persuade stakeholders when conveying contentious proposals, solutions and implementing resolutions. Organised, analytical, and accurate with excellent attention to detail. **Integrity** Takes responsibility for actions and escalates by exception **Respect** Strives to identify areas for development in meeting expectations. **Excellence** Influence best practice in the work of team, contractors, partners and self. Comfortable with considerable amounts of data and operating within a very complex and varied environment. Demonstrate strong analytical skills and the ability to understand very complex issues and advise on complex solutions across business areas with the application of critical judgement. High standards of numeracy, literacy, communication and presentation skills. Organised, analytical, and accurate with good attention to detail. Comfortable with larger amounts of data and operating within a complex environment. Flexibility to readily assist/ support where required. Demonstrate strong analytical skills and the ability to understand complex issues and advise on solutions across business areas with the application of critical judgement. Ability to work	

| | on own initiative and to deadlines and be proactive and highly motivated | |
| | | |

Strategic Thinking

Ability to translate concepts and ideas into meaningful plans and action.

Ability to work on own initiative and to deadlines and be proactive and highly motivated.

Leadership
Influence and motivate people towards a common objective.

Collaborative Working

Work collaboratively to promote and deliver the Council's interests and objectives across the organisation and with partners.

Ability to deliver high quality formal reports and presentations within tight timelines.

Ability to influence and motivate non-line managed staff with constructive criticism.

Resilience

Confident in explaining decisions and identifying barriers to implementation.

An individual who can excel in a fast-paced team environment with resilience, determination and grit.

Ability to operate at the most senior levels within the organisation including strategic partners, with the capability to go above and beyond as a matter of course.

Communication

Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences.

Ability to deliver high quality formal reports and presentations within tight timelines.

Ability to communicate across a diverse community of stakeholders; good networking and influencing skills

Engaging Others

Convey a shared sense of purpose and direction,

	enabling staff and others to engage with, understand and contribute to the successful delivery of the Council's objectives. Ability to work as part of a team, sharing knowledge and experience, recognise the strengths and weaknesses of others, and constructively challenge to achieve productive outcomes. **Influencing Others** Ability to engage successfully with senior stakeholders to achieve desired outcomes	
EXPERIENCE	**Programme Management** Experience of working as a project manager within a public sector organisation. 10+ years' experience in a project and programme environment. **Relationship Management** Experience of developing strong and effective relationships across and outside of the organisation. Extensive experience of working with external consultants and strategic partners. Experience of communicating with a range of stakeholders including senior Council officers and strategic partners. Developed management & leadership skills combining an open and inclusive approach with the ability to operate as a strong team player. **Leadership** Ability to deliver successful outcomes for staff and the organisation. **Creative Thinking** Experience of identifying new ways of thinking for a problem or situation. **Innovation** Introducing new approaches to solve problems or	

	improve the way service is delivered.	
QUALIFICATIONS	**Educated to 'A' level or equivalent experience.** Any / Programme Management or closely related discipline desirable Business analysis qualification including Lead, Six Sigma, Customer Journey Mapping **Relevant professional qualification or membership; Prince2, MSP, ITI** Project and Programme Management Continuous Improvement	
PERSONAL CIRCUMSTANCES		
EQUALITY	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]