Job Title: ICT Project Manager
Grade:9

GRADE xx

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make
courageous decisions
* Empowering – We empower and support our people by giving them
the opportunity to do their jobs well.

About the Service

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the council’s legislative responsibilities.

**ICT Governance, Change and Assurance**

The ICT Governance, Change and Assurance function is the functional area of Staffordshire ICT that manages amongst other things the Governance and Assurance of technology related change. This embraces the development of Business Cases that define the mandate for change, the Business Analysis of “as is” and “to be” processes to determine the implications of change and identify “what needs to be done” both at a technology and a business process level to fully exploit technological improvements by improving efficiency, driving down costs, improving customer service or whatever else the mandate seeks to achieve.

The Programme and Portfolio Management function is responsible for the delivery of agreed Programmes and Projects and ultimately the successful delivery of ICT related changes to realise Business or ICT related benefits within agreed budgets and timescales.

The unit is also responsible for monitoring and assuring ICT contracts and ICT assets ensuring that contracts are legally compliant, high performing and that contract end notifications allow Business Engagement and Technical managers adequate opportunity to review and potentially change existing ICT provision which can take a number of years when aligned to Business transformation or significant technological change.

The unit also independently assures Operational ICT change to avoid potential adverse impacts of ICT related change and provides management reporting around internal Service Level performance as well as external supplier performance.

Reporting Relationships

Responsible to: ICT Programme and Portfolio Manager

Responsible for: Matrix Management of Change/ Project team resources

Key Accountabilities:

This post will work across SCC and the ICT community and will include both Partnership working and working with 3rd party suppliers. The post holder will provide a programme and / or project management function, taking full responsibility for managing complex / highly complex ICT projects or acting as a dedicated ICT Project Manager for major Business Change projects.

The post holder will work with a wide range of teams and staff both within ICT and the Business, and externally with Partners and Suppliers. The post holder will be responsible for ensuring that all required resources are committed and delivered and will provide clear visibility on active projects in accordance with Project and Programme Management processes to ensure that any issues are highlighted early to enable mitigating action to be taken.

The post holder will also be responsible for ensuring that the ICT elements of projects maximise the associated business benefits in a controlled environment.

The post holder will be required to:

1. Take responsibility for the detailed definition, management, assessment, documentation and safe delivery of one or more ICT projects and / or wider SCC Change projects, actively participating in all phases, acting as the single point of contact for the Business to deliver these activities
2. Prepare realistic project, resource and where required quality plans and track activities against the plans, providing regular and accurate reports to all stakeholders in accordance with Project and Programme governance processes
3. Assist in the management of costs, timescales and resources used and take action where these deviate from agreed tolerances. Budget accountability will remain with the Project Executive / Sponsor
4. Plan prepare and conduct meetings, workshops, training sessions and presentations for a wide variety of technical and non-technical audiences of all levels, in order to communicate and validate business requirements, match to business solutions, identify training needs and engage user and ICT technical staff
5. Take responsibility, through liaising with other ICT managers and Business stakeholders to negotiate and secure the use of resources from other teams as required to deliver successful outcomes for the project or operational change – this may involve the full range of technical and supplier relationship aspects of systems, products, service or infrastructure specification, build / procurement, implementation and handover to support
6. Ensure that projects are formally closed and, where appropriate, subsequently reviewed against the Business Case and ensure that lessons learned are fully documented and shared
7. Manage the change control procedure gaining appropriate sign off for revisions to agreed work from the relevant sponsor or business owner, in conjunction with the relevant technical resources
8. Contribute to evaluations and recommendations, combining technical limitations and knowledge of the business with operational realities, in order to provide practical and innovative technical solutions for new or improved products, services, infrastructure, tools, methodologies or standards, to support the delivery of effective and efficient Business solutions methodologies or standards, to support the delivery of effective and efficient Business solutions

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

**ICT Specific**

* Keep abreast of developing ICT and other technical and professional improvements, regarding service delivery, in both the public and private sectors.
* Participate in and represent ICT in the full range of Directorate and County Council activities including working groups and other initiatives as required from time to time.
* Promote and encourage the integration of ICT and ICT governance into the Council’s business and planning processes.

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident****Scheme\*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications*** Educated to HNC/HND level or equivalent or equivalent experience
* Prince 2 practitioner qualification or similar accreditation or experience
 | AA |
| **employer_small** | **Knowledge and Experience*** Significant and proven experience in a project management / coordination or similar role ideally in ICT or business change.
* Proven knowledge and experience of Project Management techniques preferably in an ICT environment
* Demonstrable ICT knowledge and experience relevant to the role, to include detailed knowledge of ICT processes in relation to the implementation, upgrade and maintenance of ICT systems
* Ability to deal with a range of issues and conflicting demands, and develop, plan and manage multiple workloads with a methodical approach
* Ability to establish relationships and maintain contacts with people from a wide variety of backgrounds, including Customers, Stakeholders and Suppliers
* Ability to facilitate and / or lead workshops or similar gatherings, with mixed multi-disciplined attendance
 | A/IA/IA/IA/I/TA/IA/I |
| **employer_small****employer_small** | **Skills*** Effective written, oral and presentational communications skills for any audience
* Proven negotiation skills and ability to convince
* Proven ability to successfully manage and motivate self & others
* High standard of work and interest in delivering high quality outcomes
* Dynamic, flexible and willing to multi-task, with the ability to deal with a range of issues and conflicting demands and work to tight deadlines, under pressure to meet targets
* Logical and structured approach to resolving problems
* Good interpersonal skills, including motivation, influencing and diplomacy, with an assertive approach and ability to deal with difficult or stressful situations calmly
* Committed to customer focused delivery
* Professional approach, highly motivated self starter, with a drive to succeed, demonstrating a positive ‘Can do’ attitude
* Availability and willingness to work flexible / additional hours when required to meet demands
 | A/I/TA/IA/IA/IA/IA/IA/IA/IA/IA/I |

This post is designated as a casual/essential car user

**** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**