

## ROLE PROFILE

|                   |                               |                            |                  |                |
|-------------------|-------------------------------|----------------------------|------------------|----------------|
| <b>Job family</b> | <b>Organisational Support</b> | <b>Role profile number</b> | <b>OS13-1986</b> | <b>Grade M</b> |
|-------------------|-------------------------------|----------------------------|------------------|----------------|

**Job purpose:** Investigate, analyse, design and deliver a significant programme of work which includes managing discrete projects / casework and initiatives affecting services across the council.

Grade M posts are higher in 'Contacts & Relationships' with the requirement to manage a range of contentious and complex issues higher than grade L posts. In addition, these posts may also have responsibility for supervising/overseeing colleagues, or specialist staff across service areas and external partners in a project context, and will therefore score higher in 'Supervision & Management' and 'Work Demands' to take account of these responsibilities.

| Factor                                  | Relevant Job Information   |
|---|--|
| Supervision and/or Management of People | No full management of a team but will be required to monitor the quality and quantity of the work of others.<br>Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.<br>May be required to project manage a team or specialist staff across service areas and external partners.   |
| Indicative qualifications               | Degree in relevant profession, or equivalent experience/skills.<br>Licence / certificate / qualification required for the role<br>ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related IT systems.<br>Professional qualification in area of specialism (or equivalent experience)  |
| Knowledge and Skills                    | Significant relevant professional experience post qualification in a similar work environment.<br>Organisational expert in the area of specialism.<br>Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism.<br>Excellent ICT skills including use of Microsoft applications and specialist systems.<br>Knowledge and experience of developing systems, policies, procedures and / or practices.<br>Good knowledge of the wider sector / external influences.<br>Detailed operational knowledge of systems in terms of functionality, capability and availability.<br>Excellent interpersonal, persuasion, influencing and negotiating skills.<br>Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.<br>Proven ability to apply initiative and strategic awareness to problem solving and decision making.<br>Ability to motivate and lead small teams of specialist staff.<br>Experience of managing projects with service / organisation impact. |
| Creativity and Innovation               | Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services.<br>Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies.<br>Contribute to long term strategies.<br>Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements.<br>Will be required to plan over a longer period (a year or more).<br>Lead initiatives to design and deliver improvements and transformation.<br>Manage projects, or contribute to larger organisation wide programmes.   |
| Contacts and Relationships              | Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature.<br>Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.<br>Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations.<br>Ability to make difficult decisions to resolve issues and improve service delivery.  |

|                                       |   |
|---------------------------------------|---|
|                                       | <p>Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p> <p>Consult with service users / stakeholders / partners to understand issues and challenges and provide recommendations for solutions.</p> <p>Manage relationships with customers, partner organisations and / or suppliers – monitor inbound and outbound service levels: discuss operational issues with partners.</p> <p>Lead professional and point of contact to provide technical specialist solutions.</p> <p>Apply good judgement, sensitivity and diplomacy required in all dealings with others.</p> <p>Be a representative on behalf of the Service area / Council internally and / or externally.</p>  |
| Decisions – Discretion & Consequences | <p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Drive and delivery complex work programmes within or across specialist areas to meet established operational targets.</p> <p>Develop, implement, maintain and manage complex systems, policies, procedures and / or standards within specialist area whose outcomes can affect council wide approaches / business.</p> <p>Review the functionality of these in response to either internal or external drivers. Recommend and implement changes as required to meet organisational needs.</p> <p>Research, manage and evaluate complex information / data / feedback.</p> <p>Identify and interpret organisational issues, trends and problems which may have a broad impact both within the organisation and for partner organisations.</p> <p>Identify and recommend solutions where service delivery / business / performance risk has been identified. Lead initiatives to design and deliver improvements and transformation.</p> <p>Monitor and report on service standards as required.</p> |
| Resources                             | Little or no responsibility for physical or financial resources.  |
| Work Demands                          | Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.  |
| Work Environment                      | Office based, but may involve some travelling to other council buildings.   |
| Our Identity                          | <p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>  |
| Health & Safety                       | All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.   |
| Equalities                            | Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .  |
| Authority to work in the UK           | All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.  |

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

|                                       |                                 |         |
|---------------------------------------|---------------------------------|---------|
| <b>Role description:</b>              | IT Project Manager              |         |
| <b>Role profile family:</b>           | Organisational Support          |         |
| <b>Role profile number and grade:</b> | OS13-1986                       | Grade M |
| <b>Number of posts:</b>               | 3                               |         |
| <b>Service/Team:</b>                  | ICT Projects & Programmes       |         |
| <b>Reports to:</b>                    | ICT Project & Programme Manager |         |

### Job Family overview

#### Organisational support job family overview:

Delivery of services to support the Council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of Council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

### Service / function Context

The overall responsibilities of the service/function are:

As an ICT Service, our primary purpose is to **empower staff through technology**. In order to achieve this and support the corporate goals, IT needs to work, all the time, and every time. IT solutions need to be delivered quickly and issues resolved quickly. IT needs to be simple, complexity adds risk and makes solutions difficult to use and to support. ICT has a responsibility to ensure that the data and information held in our systems, is kept safe and confidentiality is maintained where required, that data maintains its integrity and that it is available for use by those who have the appropriate permissions to access it.

Our Mission is to build and maintain a high quality technical and applications infrastructure that supports the organisation's front line services and enables them to provide cost effective and efficient services to the people of the County of Wiltshire.

## Job Purpose

IT Project Management is a technical, matrix management role requiring knowledge and experience of both technical ICT activities at a high level, and expert knowledge of managing large complex technical projects. They are accountable for the successful delivery of up to a million pound technology projects within the Council, matrix managing technical and non-technical staff to deliver the projects expected outputs.

Specific duties and responsibilities include:

- Activities to start up a project including creation of project briefs engaging with stakeholders inside and outside of ICT to ensure the purpose of the project is fully understood from the start
- Activities to justify a project including creation of materials such as Business Cases (ensuring alignment with corporate strategy), presenting those to relevant boards including elected members, directors and heads of service. This also includes recommendations (in consultation with senior project managers, or the Projects & Programme Manager) if appropriate that a project should not continue any further, or that a project should go in a direction contritely to some stakeholder's opinions; which requires tact and diplomacy to explain why that recommendation has come about. This includes ensuring there is a comprehensive understanding of "total cost of ownership" for the proposed solution
- Activities to initiate a project such as the creation of a Project Initiation Document which clearly articulates the scope, governance, finances, risks and expected benefits along with accountability, and clear parameters that are within the IT Project Managers decision making authority. This stage also includes beginning the projects governance arrangements, ensuring that the right mix of stakeholders with sufficient seniority make up the decision making board for the project.
- Work with Technical Architects to ensure appropriate design documentation is in place, tracking its progress through the organisation's governance structure
- Lead on any procurement activities (for goods or services) working with colleagues in other departments to ensure procurement requirements are fully documented (including any scoring criteria), along with following the agreed Council procurement procedures. Co-ordinating product demo's, workshops and any other steps required in the procurement process
- Work with technical and non-technical staff to understand the components to be delivered as part of the project, and then plan those as a series of activities with time estimates, broken into stages for ease of management
- Report on the progress of project delivery through highlight reporting, metric recording in any required dashboards and presentation to stakeholders
- Write and implement the communications approach to the project (in consultation with a Senior IT Project Manager) working with colleagues in Organisational Development and Communications to ensure the messaging for the project is clear, alongside meeting any training needs
- Develop and maintain recording logs such as RAID (Pro-Actively managing risks, assumptions, issues and dependencies), and finance (keeping track of both capital and revenue expenditure)
- Manage and control risks, assumptions, issues, dependencies and finances throughout the lifecycle of the project
- Work with relevant managers and technical experts to raise change and release requests to ensure seamless progression of the project into the live operational environment, with minimal disruption to customers
- Work with the project team to deliver against the agreed project plan, managing any issues that come up along the way with clear ownership and a keen eye on the projects critical path to delivery within expected time, cost and quality.

- Liaise with the test lead and the technical team to ensure appropriate testing takes place and is documented in line with the corporate standards
- Provide recommendations and reports around major changes, exceptions (where a project is not meeting expected timeline, cost or quality), stage closure, and project closure
- Work with systems analysts and business owners to define and implement appropriate processes in new IT systems that eliminate waste; consider good architectural principles (e.g. change the process not the system) and introduce modern technology (e.g. digital offerings, automation)

## Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

- Educated to degree level or equivalent, relevant experience
- Demonstrable experience in running projects to the Prince2 standard
- Has an understanding of more agile methods of delivery such as SCRUM
- Has an understanding of service management methodologies such as ITIL
- Experience of matrix managing a project team of IT and non-IT staff
- Experience in the co-ordination of technical staff to complete testing activities
- Experience in presenting complex technical information
- Has experience of delivering at least one of the following types of project
  - Software as a service migration
  - New Application implementation
  - Server, Storage and Network equipment upgrades and replacements
- Has significant technical expertise in at least 1 of the following areas:
  - Commercial applications used in local government
  - Network and telephony systems
  - Server and storage infrastructure
  - Cloud solutions
  - End user devices (laptops, tablets, smartphones)

### Desirable

- Prince 2 Certified
- Experience in undertaking business analysis activities
- Relevant BCS Certificates in ITIL Process, Stakeholder Engagement, Benefits Realisation, Benefits Management, Business Analysis or Business Processes
- Experience of project delivery within local government
- Advanced technical qualifications in Software testing
- Microsoft certification

## Career graded posts

This post does not form part of a career grade

## Supporting information

| <b>Driving classification</b>   |                                     |
|---|-------------------------------------|
| <p><b>Occasional driver</b><br/>A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>  | <input checked="" type="checkbox"/> |
| <p><b>Regular Driver</b><br/>Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p> | <input type="checkbox"/>            |
| <p><b>Required Driver</b><br/>Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>  | <input type="checkbox"/>            |
| Employees should refer to the Corporate Driving at Work policy for further information.   |                                     |

  

| <b>Political restriction</b>  |                                     |
|---|-------------------------------------|
| <p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p> | <input type="checkbox"/>            |
| <p>This role is not politically restricted</p>  | <input checked="" type="checkbox"/> |

  

| <b>Professional fees and related occupational costs</b>  |                                     |
|--|-------------------------------------|
| <p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p> | <input type="checkbox"/>            |
| <p>This role does not have any professional or occupational membership requirements</p>  | <input checked="" type="checkbox"/> |

  

| <b>Clearances – Disclosure &amp; Barring Service (DBS)</b>   |                                     |
|--|-------------------------------------|
| <p>This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p> | <input type="checkbox"/>            |
| <p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.</p>  | <input type="checkbox"/>            |
| <p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check</p>  | <input type="checkbox"/>            |
| <p>The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>                 | <input type="checkbox"/>            |
| <p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>  | <input checked="" type="checkbox"/> |

| <b>Clearances – Baseline Personnel Security Standard (BPSS)</b>   |                                     |
|---|-------------------------------------|
| This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check | <input type="checkbox"/>            |
| This role is not subject to a BPSS check  | <input checked="" type="checkbox"/> |

| <b>Clearances – Non-Police Personnel Vetting (NPPV)</b>  |                                     |
|--|-------------------------------------|
| This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').   | <input type="checkbox"/>            |
| This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members). | <input type="checkbox"/>            |
| This role is not subject to a NPPV check   | <input checked="" type="checkbox"/> |

| <b>Safeguarding</b>   |                                     |
|---|-------------------------------------|
| For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.   | <input type="checkbox"/>            |
| For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager. | <input type="checkbox"/>            |
| For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.   | <input checked="" type="checkbox"/> |