

Bexley Council

Job Description

Directorate:	Finance and Corporate Services
Department/Section:	Transformation and Change
Job title:	Project Manager (Grade 15)
Reports to:	Programme Office Manager
Grade:	Career Grade Bexley 15 - 17 (placement on the scale depends on experience)

Purpose of the job

The London Borough of Bexley Adult Social Care Services and its partners are currently undergoing a period of significant transformation. Although the efficiency and savings targets we are faced with pose as a significant driver for the portfolio of work there is also a strong focus and ambition to improve and modernise our services to ensure that they fit with our vision of maximising independence, are tailored to the individual and their unique needs, and to capitalise on local networks and support.

You will provide effective project management to deliver a portfolio of complex and transformational change projects in Adult Social Care. You will support the Director of Adult Social Care and Public Health to implement change across the system through redesigning our approach to delivering integrated health and social care services.

You will work closely with the lead Programme Manager for Adult Social Care.

Principal accountabilities

Strategy

To help develop strategies for the efficient and effective delivery the transformation programme including adjustments and prevention savings, decommissioning options, reconfiguration of services, consultation and to mitigate the impact on equalities.

Develop strategies for the generation of and evaluation options to ensure key disinvestment decisions can be made in timely and fully evidenced manner that stand up to Member and public scrutiny, including writing Member and Board level reports and engagement with key partners and stakeholders.

To develop strategies to mitigate risks and address issues including alternative approaches in the event original plans fail.

Direction

To direct the delivery of the individual projects within the programme to ensure the overall vision achieves its aim to improve and modernise our services to ensure that they fit with our vision of maximising independence, are tailored to the individual and their unique needs, and to capitalise on local networks and support.

Support the Director and Heads of Service in the delivery of projects ensuring minimal slippage and avoiding duplication or disruption to other projects in the Transformation Programme.

Implementation

To deliver programmes including completing thematic review work and ensuring the delivery of cross cutting improvements.

To provide programme monitoring information and importantly flagging up issues and deviations from plans plus any risks to the health of the organisation and in particular financial risks.

Complete service projects including producing and maintaining project plans, risk analysis.

To commission or carry out service redesign activities, workshops, business process improvement techniques and communication plans as appropriate.

Organisational Control and Development

To keep under review and develop the procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.

To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services.

To ensure that any Project Managers or contractors are managed, appraised and developed, and that effective arrangements are made for the training and development to meet service needs and to provide equality of opportunity.

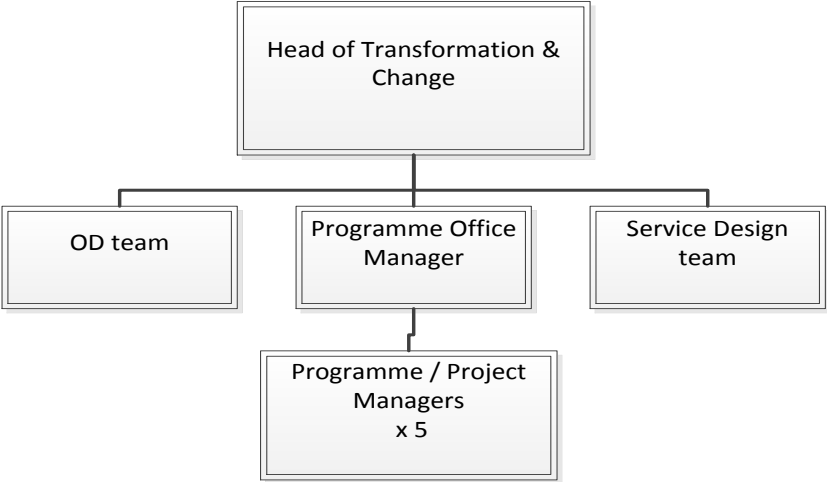
Personal Effectiveness

To deal promptly with all matters requiring the post holder's personal attention.

To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.

To establish and develop effective working relationships and productive partnerships with all stakeholders and relevant partners, to ensure programmes progress to plan.

Organisation



Person Specification

Directorate: Finance & Corporate Services

Department/Section: Transformation and Change

Job title: Programme Manager

SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
(a) <u>Education and Formal Training</u>		
Educated to degree level or equivalent	E	A
Appropriate qualification or equivalent training/experience in project management methodologies	D	A
(b) <u>Relevant Technical Experience and Knowledge</u>		
Experience of working in local or central government or other major public sector organisation which will include experience of working in Adult Social Care and an appreciation of public sector reform..	E	A + I
Experience of working/negotiating directly with senior officers and stakeholders	D	A + I
Experience of project management including managing project teams.	E	A + I
Experienced in implementing organisational change/knowledge of change management techniques including strong stakeholder management and an ability to champion the agile and waterfall programme management techniques	E	A + I
Demonstrate a high standard in producing reports and business cases with the ability to present these verbally and in writing.	E	A + I
Demonstrate the maturity, high levels of inter-personal skills and insight needed to be a credible adviser to senior officers.	E	A + I

***Selection Method key:**

I = Interview

A = Application Form

AT = Ability Test

PQ = Personality Questionnaire P = Presentation

PE = Practical Exercise

Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.

High Performance Indicators:

Values	Behaviours for staff	Behaviours for managers
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
Collaboration	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>
Listening and Responding	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p> <p>I adapt my style to the audience and their needs, using the most appropriate communication channels</p>	<p>I seek regular service user feedback and review customer data to shape service improvements</p> <p>I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them</p> <p>I empower staff to make decisions and changes to improve value for money, customer service and productivity</p>

<p>Open and Accessible</p>	<p>I see issues from the customer / user perspective</p> <p>I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs</p> <p>I seek to build and maintain positive relationships with customers and partners</p>	<p>I am accessible to my service users, customers, staff and Members</p> <p>I communicate and share a clear vision for the bigger picture as well as specific service areas</p> <p>I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations</p>
<p>Impact</p>	<p>I prioritise my activities and resources to focus on those which have the most impact for residents</p> <p>I take responsibility for making things happen and achieving my objectives</p> <p>I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence</p>	<p>I design services that provide value for money and deliver our outcomes, informed by evidence</p> <p>I produce, prioritise and adapt plans to meet changing requirements</p> <p>I set interim goals to achieve notable wins on the way to larger objectives</p> <p>I deal with poor performance</p>