

**JOB TITLE:** Senior Project Manager  
**GRADE:** M3  
**REPORTS TO:** Client Services Manager  
**TEAM:** Technology & Improvement  
**DEPARTMENT:** Resources

## Purpose of the Job

Working alongside the client or business, the primary function of the Technology Service is to enable and deliver change. The core discipline in the delivery of organisational improvement is project and programme management, as well as the use of other business improvement functions and techniques. This enables the team to offer a structured and rigorous approach to the definition, management and delivery of organisational benefits and the management of risk.

The purpose of this job will be to manage delivery of specific projects or support the delivery of elements within a larger programme, including ensuring strong business cases, robust governance and controls and the identification and realisation of benefits.

## Main Areas of Responsibility

- Managing high complexity projects and programmes which deliver business improvement and efficiency savings.
- Working at scale and pace to a high professional standard and practice, expected to manage a number of activities which will run concurrently making own decisions to apply knowledge in new and varied circumstances.
- Working collaboratively with internal stakeholders and 3<sup>rd</sup> Party contractors to deliver common objectives.
- Deliver agile and waterfall Technology projects including hardware rollouts, software implementations, application development, workspace moves, data migrations, etc.

- Develop and make effective use of project management and business improvement tools and techniques such as robust business cases, stakeholder analysis and communication and risk management strategies.
- Carry out business process reviews to identify opportunities for delivering efficiencies through continuous service improvement process change.
- Work on projects requiring commercial awareness in areas such as market analysis and testing and procurement.
- Analyse data and present in report format, interpreting and translating into proposals for actions and challenges.
- Develop strong working relationships with stakeholders to ensure a customer focussed approach.
- Direct line management of staff or in the context of a project or programme.
- Guide project team and colleagues, providing technical advice and guidance within specialised field.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

- Degree and/or Project Management Institute (PMI) and/or Certified Associate in Project Management (CAPM) professional qualifications or other equivalent Project Management Professional Qualifications.
- Relevant experience of Technology project management in a large organisation.
- Strong technical knowledge and a proven ability to manage complex projects from beginning to end, across a range of project management/business improvement areas.
- Highly developed communication and consulting skills and ability to adapt these to meet the needs of stakeholders.

- Collaborative working with colleagues, clients and partners, ensuring a customer focussed approach.
- Influencing and negotiating skills to make effective use of relationships.
- Proactive and self-motivated to take responsibility for projects and resolve issues.
- Organises own work over weeks and months, planning ahead for others, taking account of priorities and the impact on other people.
- Demonstrates HCC's values and behaviours and acts as a role model to influence and develop others.
- Experience of Microsoft Project Online would be an advantage.

## **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).