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|  | | | | JOB DESCRIPTION | | **Form**  JD1 |
| JOB TITLE: Technical Project Manager | | | | | **POST NUMBER**: | |
| **DIRECTORATE:** Customers & Communities | | | | | **DEPARTMENT:** York Learning | |
| **REPORTS TO (Job Title):** Head of Service | | | | | **GRADE:** 9 | |
| **JE REF:** | | 159 | | | **PANEL DATE:** | 14/12/2021 |
| 1. | MAIN PURPOSE OF JOB To manage technical projects across the whole of CYC York Learning in a structured organised manner, to a professional standard, providing guidance on technical change relating to infrastructure, applications and business requirements.  Responsible for proactively managing project risk and mitigation of issues. To define, and where necessary implement, corrective action and communicate risk status regularly to stakeholders organisation wide.  To manage the, improvement, development and delivery of successful systems in a constantly changing business environment, on time, within budget and of quality to support York Learning’s efficient and effective service delivery to customers.  To communicate with stakeholders at every level in the organisation and manage their expectations on technical projects, engaging with ICT teams, Legal, Procurement, Business Change stream leaders and CYC business managers. | | | | | |
| 2. | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | |
|  |  | | Technical Project Management | | | |
|  |  | | Responsible for successful completion of a wide range of projects; participating in all phases of the projects lifecycle from scoping and initiation through to handover at production and support once implemented. | | | |
|  |  | | Responsible for the direction, leadership and organisation of the project, managing various team members in the processes and implementation and advising all stakeholders on project status on all phases e.g. progress made, planned activities, resourcing, issues and risks, mitigations, budgets, interdependencies with ICT etc. | | | |
|  |  | | Responsible for identifying, assessing and managing risk to ensure the successful delivery of the technical project. | | | |
|  |  | | Prepares realistic and robust project, sub-project and quality plans and tracks activities against the plans, providing regular and accurate reports to Management teams, stakeholders and modifying plans to meet the needs of a fast paced and constantly changing business environment. | | | |
|  |  | | Ensures project stays within agreed cost, timescales and resource tolerances and takes action where there are any deviations. | | | |
|  |  | | Leads stakeholders towards accepting change brought about through process automation, demonstrating understanding, imagination and creativity. | | | |
|  |  | | Plans and manages the workload of staff working on the project. Responsible for ensuring deadlines are met and reporting any issues relating to performance of all project staff to senior management. | | | |
|  |  | | Actively represents the project team, ensuring that effective relationships are built and maintained with the business. | | | |
|  |  | | Responsible in including within project development the training needs required, user access levels and clear pathways for training at induction for new staff or appropriate stages of the project for existing teams. | | | |
|  |  | | Responsible for effective financial and project monitoring and progress forecasting, and reporting deviations and exceptions as appropriate to project executive and other stakeholders. | | | |
|  |  | | Ensures that own technical projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are captured and appropriate action reported to senior management to facilitate continuous improvement in project delivery. | | | |
|  |  | | Provides technical expertise in the resourcing of the technical project, ensuring development environments with appropriate security have been set-up; organising the availability of specialised technical equipment/hardware/mobile devices; coordination and availability of automated test scripts when required and also the test data; highlighting and coordinating the interdependences with other CYC systems to ensure the project stages are managed in a smooth and structured manner. | | | |
|  |  | | Responsible for ensuring adherence by project teams to agreed standards throughout the lifecycle of the project and good practice e.g. design standards, development standards, documentation standards, accessibility standards, quality standards etc. | | | |
|  |  | | Responsible for ensuring that systems development projects take full account of and, where necessary, correctly interface with existing systems and infrastructure. Defines, plans and justifies (in business terms) projects to develop/implement automated and non-automated components of new or changed processes. Evaluates and makes recommendations/decisions on technical options as appropriate. | | | |
|  |  | | As required, leads the procurement process by directing the input of business and technical teams for the specification and purchase of new ICT systems to address specific council business needs. Manage a process of contractual negotiations with suppliers, ensuring positive commercial outcomes for the Council in line with Financial Regulations. | | | |
|  |  | | Provides technical input and guidance for the development, design, and systems integration from the definition phase through to implementation. Easily recognizing system deficiencies and implementing effective solutions calling on experience and guidance from senior colleagues where appropriate. | | | |
|  |  | | Ensures new systems support and comply with national (statutory), corporate and directorate level strategies in particular with relation to Information Governance and security of networks and data accessibility, usability, technical and security standards. Responsible for the quality assurance to ensure that systems development projects are carried out in accordance with the organisation’s agreed standards, methods and procedures. Ensures systems are designed and implemented to meet accessibility, usability, technical and security standards. | | | |
|  |  | | Writes and speaks fluently on all aspects of work and communicates effectively with all levels of stakeholders and in public forums. | | | |
|  |  | | Liaises with supplier project managers to arrange call-off of consultancy time and approve work, including overseeing supplier personnel on-site. | | | |
|  |  | | Plans, arranges and controls meetings, workshops and relations with stakeholders during system investigations and throughout subsequent development work. | | | |
| **3.** | SUPERVISION / MANAGEMENT OF PEOPLE No. reporting - Direct: 0  Indirect: various - supervision of virtual project team at different phases of a project, and including allocation of work and monitoring the progress of the work on a daily basis, for both internal project team members from more than one directorate and staff from multiple external organisations. | | | | | |
| **4.** | CREATIVITY & INNOVATION Postholder will:   * Exercising significant creativity to design new business processes and technology solutions that will exert a positive influence for change, address evolving business requirements and inspire confidence and enthusiasm in project team, senior managers and all stakeholders. * Be responsible for analysing, defining and managing corporate wide technical requirements, dependencies and issues relating to application development projects and technical architecture projects. This will be achieved by acquiring a proper understanding of a problem, breaking it down systematically, identifying the relationships between the component parts, selecting the appropriate method to resolve the problem, reflecting on the result and absorbing any lessons learned. * Make constructive challenges to business assumptions and existing ways of doing things, identify new and improved ways of delivering IT services and build strong relationships to manage challenging and difficult changes in business areas. * Responsible for resolving unanticipated problems and managing constant changes arising during the lifecycle of projects, and develop plans and processes for capturing issues and responding to anticipated risks. * Lead, co-ordinate and proactively manage technical projects and communicate to stakeholders the future impact on, decisions and issue resolution. * Employ extensive creativity and innovation in forming and managing technical projects in response to corporate or specific department requirements, maintaining awareness of the political and economic environment informing the choice of new service delivery models. * Demonstrate the ability to imagine a wide range of possible scenarios and propose creative solutions to address them in a cost effective manner. * The ability to use imagination to develop and adapt different methodologies, merging best practice from both Agile and PRINCE2 methods, to best meet the needs of complex projects * Drive business change and evaluate the success of its implementation, recommending actions to improve future performance, both strategically and in the management of projects generally. * Understand both the business and the technical views of the environment, and the opportunities available. Act as bridge between technical and business-oriented management and staff, translating requirements and targets effectively. * Devising, customising and commissioning appropriate training courses, working with the relevant business area and training commissioners to ensure each course is pitched at the correct level for staff to gain confidence in new processes and procedures in their workplace. * Skilled in understanding complex information and processes across a wide range of subjects and translating into sustainable, innovative and efficient technology solutions. * Have expertise in methods and techniques for reporting progress and communicating to customers in a creative way. * Responsible for ensuring projects are delivered to time, quality and budget, demonstrating leadership, communications and problem-solving skills. * Proficient in adapting recognised industry-standard best practice to meet the unique requirements of each project. | | | | | |
| **5.** | CONTACTS & RELATIONSHIPS Post holder will need to be able to work sensitively with people in potentially pressured and stressful circumstances. They will have to secure co-operation in order to achieve delivery of projects and the supporting business process changes required.  **Internal**   * + - Provide regular guidance and advice to senior management and project boards to inform decisions on project delivery and future direction.     - Daily contact with service managers and council employees at all levels to consult, advise and negotiate on all aspects of project work. This can include communicating difficult or contentious matters regarding changes to processes and/or policy, resolving conflict and to obtain information.     - Frequent liaison with Directorate management teams and other stakeholders to negotiate ways forward, positively influencing and persuading others to take specific courses of action when there is no direct management responsibility.     - Lead and inspire project staff to achieve targets.     - Co-ordinate resources from CYC directorates and specialist ICT teams against high demand and competing priorities and subject to constant change.     - Communicate project progress to stakeholders using appropriate communication channels including leading workshops, writing reports, publishing on the intranet. Ineffective communication can result in project delays and financial loss.     - Reporting project progress to the Programme Manager to ensure ICT finances, resources and projects remain aligned and avoid conflict.     - Work to develop an understanding of ICT project methodologies and practices supported by more experienced Project Manager and colleagues ensuring correct standards and documentation are met.   **External**   * + - Weekly contact with suppliers and technical staff to maintain good working relationships during projects. Maintaining contact with all of the above during implementation phase of the projects to ensure deadlines are met. This to include negotiation for resources, costs and terms and conditions of supply. Failure to do so could result in inadequate, ill specified solutions incurring hidden costs and an unsatisfactory result for internal and external customers of CYC.     - Ensure contractors’ work meets agreed remit and is performed to time, budget and quality, escalating as appropriate where issues arise in a fast changing or complex environment.     - Regular contact with Partners in joint projects e.g. NHS/ NYCC, Devolution Team and facilitate accreditation of local partners – checking if they meet government requirements (PSN, PCI etc).     - Communicate project progress to Partners, suppliers and other external stakeholders. | | | | | |
| **6.** | DECISIONS – discretion & consequences **Discretion:**  Responsible for delivery of technical projects to time, quality and budget, the postholder will:   * Manage own workload, adapting to constant changes in a flexible and agile manner * Plan and Manage projects and project staff workload to ensure successful outcomes including identifying conflicting priorities and negotiating with project sponsors to deliver to time, quality and budget * Manage risks arising, either anticipated or unanticipated, within agreed tolerances, providing solutions and maintaining progress of work. * Manage within tolerances and identify exceptions to tolerances, escalate to project executive, proposing solutions and a range of possible actions. * The post holder would be making decisions that if inappropriate could lead to a failure of one or more of the Council’s key business systems. This may have major impact on the user base, business operation and subsequent ability of the council to carry out its moral and statutory obligations, service delivery operation and its ability to deliver services to its customer base. Business ability to continue to deliver services effectively. This in turn could have financial and reputation implications for the Business as it would be failing to meet the needs of its customer base. * Advise and recommend solutions to support changes to business policies and procedures. * Contribute to development of project bids ensuring business cases and project plans are achievable, realistic and meet business needs.   **Consequences:**   * ICT projects will be delivered to time, quality and budget. Service improvements will be achieved through successful benefits realisation and streamlined processes. ICT strategy will be driven through in support of business objectives. * Failure to deliver successful projects might lead to breaches of security, would impact CYC ratings or reputation, and can impact revenue and efficiency savings. * Poorly managed projects, which over run increase costs and demotivate staff as well as adversely affecting the quality of service delivery and customer service. | | | | | |
| **7.** | RESOURCES – financial & equipment *(Not budget, and not including desktop equipment.)*  Description Value  The post holder is responsible for the ensuring that the most appropriate and optimum use is made of the existing corporate integration technologies. Value £150k Also authorising goods received and approving contractor call-off days for undertaking work on projects circa £1000 per day. | | | | | |
| **8.** | **WORK ENVIRONMENT** – work demands, physical demands, working conditions & work context  **Work demands**   * Subject to constant change, post holder manages own workload to meet the demands and milestones within the project taking into account conflicting demands and tight deadlines. * Post-holder must be able to respond rapidly to changes in direction and requirements, re-orienting and re-prioritising own workload and taking account of the implications for other resources. * Needs to have high levels of adaptability and resourcefulness, working at different levels of authority and with staff of differing seniorities and in a multi-disciplinary environment. * Commissioning or developing new ICT systems or technologies will require constant assessment and adjustment to integrate existing legacy systems, associated partner organisations systems and to meet the business service demands associated with the compliance of statutory requirements, solutions for these problems will be provided by experience, knowledge and through consultation. * The complexity of issues or of conflicting priorities to be tackled as part of the role can be highly emotive and pressured requiring periods of intense working to overcome frequently changing demands.  Physical demands  * Mainly office based work with periods of computer work where long periods of concentration are required. * Regular visits to a range of CYC estate and supplier sites, both internal and external environments including some areas of risk e.g. sites under construction or visits to restricted areas where hard hat is required.   **Work conditions**   * Mainly office based with consultation of business users, suppliers and partnership providers; these could be outside normal working hours. * Occasional travel to other local authority sites and events.   **Work context**   * No physical or verbal risk to post holder, however, negotiation with suppliers, stakeholders and system users can lead to considerable stress due to difference between expectations and reality, sensitivities and opposition to change, which must be managed with tact and sensitivity by the post holder. | | | | | |
| 9. | KNOWLEDGE & SKILLS Post holder will have:   * Qualified or accreditations covering Computer Science and Prince2 methodology, with proven experience of using relevant skills to manage major projects throughout their lifecycle. * Education to degree level or equivalent experience. * Experienced in the full project life-cycle and confident in applying knowledge at each stage of the process. * Qualified in one of the Agile methodology elements (DSDM) with experience of delivering using Agile techniques and tools. * Have an in-depth knowledge of a wide range of business processes as well as awareness of impending statutory changes and corporate and directorate strategies. * Proven skills in problem solving and analysis, both at a strategic and operational level, across all directorates, undertaking research to inform projects and devising new IT systems and processes * Comprehensive experience of process mapping and systems analysis techniques, including skills in using project management and process mapping tools. * Very strong methodical approach with attention to detail, applying quality standards to all tasks undertaken and ensuring that nothing is overlooked * High level of adaptability and flexibility, including ability to manage pressure, ambiguity, change and challenges * Strong time management skills and organisation, including the ability to manage and balance a diverse and changeable workload for self and others * Ability to work effectively with a wide range of stakeholders at all levels in complex situations and remain focused on problem solving. * Ability to organise, prioritise and manage resources * Ability to understand and communicate relevant technical issues to non-technical audiences * Good knowledge of information governance to comply with industry standards and central government directives * High levels of initiative and ability to prioritise * Ability to absorb and synthesise both technical and business information quickly * Strong facilitation and interpersonal skills in order to design and manage events and workshops * Excellent oral and written communication skills with the ability to research and gather data, identify trends, compile information and prepare reports and recommendations for all levels of City of York Council * High level of Presentation and report writing and editing skills * Knowledge of the operation of local government in all areas. * Advanced Skills in spreadsheets or databases, demonstrating strong IT skills across a range of office applications * In depth knowledge and technical understanding of the principles of relational databases * Strong leadership skills with previous experience of managing project teams * Prepared to undertake continuous relevant professional development acquired by formal training courses, self-study and on the job training and to apply and share that knowledge effectively through * Demonstrable experience in management of the testing process throughout the lifecycle of development projects * Working co-operatively with others to resolve problems and experience of working closely with suppliers and contractors in developing new functionality * High degree of numeracy and literacy | | | | | |
| **10.** | Position of Job in Organisation Structure Job reports to: Head of Service  THIS JOB  Jobs reporting up to this one: None. | | | | | |