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|  | | | | JOB DESCRIPTION | | | Form JD1 |
| **JOB TITLE:** Project Manager - Social Care and Integration | | | | | **POST NUMBER:** | | |
| **REPORTS TO:** Assistant Director for Adult Social Care | | | | |  | | |
| **DEPARTMENT:** People Directorate | | | | | GRADE: 10 | | |
| **JE REF:** | | | 0040 | | PANEL DATE: | 17/05/2022 | |
| **1.** | **MAIN PURPOSE OF JOB**  City of York Council is committed to delivering value for money, using efficiencies to support the people in our communities who need our help the most.  The post holder is responsible for projects in All Age Commissioning and Social Care (as specified in the project plan) which will analyse people, processes and systems involved in projects - spanning Children’s, Adults’ and All Age Commissioning.  The post holder will support the delivery of significant projects, including major transformational services across internal and external providers. Working with social workers, finance colleagues, stakeholders, carers, and servicer users. This work will support the delivery of significant savings of around £4.7 million.  The post holder will ensure that a programme management approach is taken and any risks are clearly highlighted to CMT, DMT, local and Directorate management teams and executive members if necessary, with evidenced based options on the future operating model. | | | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | | |
|  |  | Communicate effectively and maintain the project management system highlighting any risks to the delivery of services with stakeholders at every level in the organisation and ensure they are updated on the project management system and any associated risks on delivery. | | | | | |
|  |  | Co-ordinate and direct the involvement and effective utilisation of all resources into the project, utilising all the resources to ensure that projects across Children’s, Adults’ and All Age Commissioning are delivered on time and are within budget. | | | | | |
|  |  | 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 ensure the projects are updated on the VERTO system and corporate colleagues are able to track progress. The project manager will work in an organised manner, to a professional standard, providing leadership, direction and clarity of change relating to processes, people and systems. | | | | | |
|  |  | The project manager will regularly update DMT and other stakeholder forums in regard to life projects. | | | | | |
|  |  | Writes and speaks fluently on all aspects of work and communicates effectively with all levels of stakeholders and in public forums. Compiles information and prepares complex project, technical and business-focussed reports to senior stakeholders at Project Boards to inform future direction of projects. | | | | | |
|  |  | Critically review and analyse current corporate customer service practises and identify existing barriers for both customers and employees feeding back to key stakeholders. | | | | | |
|  |  | Work together with DMTs / Heads of Service and Service Managers to identify the potential risks, issues, benefits and outcomes of creating a one council approach to delivery of services in line with the Council Plan | | | | | |
|  |  | Working with Directors and Associate Directors across Social Care for the direction, leadership and organisation of the project and advising all stakeholders on project status on all phases, e.g. progress made, planned activities, resourcing, issues, risks, mitigations, budgets, interdependencies with other CYC projects etc. | | | | | |
|  |  | Responsible for identifying, assessing, and managing risks and highlighting these to corporate colleagues along with mitigating actions. | | | | | |
|  |  | The post holder will work with other councils to build on further development of project management systems. | | | | | |
|  |  | The post holder will work with teams across the Council and Health to ensure clear implementation plans are in place to deliver a wide range of projects. | | | | | |
|  |  | To support the Senior Responsible Officers to deliver projects using lean methodology. | | | | | |
|  |  | The Project Manager will ensure future operational model “options” protect CYC by ensuring all corporate standard and statutory regulations continue to be met. | | | | | |
|  |  | Develop knowledge and expertise across the People Directorate in regard to project management approaches such as VERTO and implementation planning. | | | | | |
|  |  | The post holder will ensure that the projects are regularly updated and SROs are supported to ensure timely delivery. | | | | | |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**  Direct – 1  Project Officer  Indirect  Supervision of virtual project teams across directorates at different project phases, including allocation of work and monitoring the progress of the work on a daily basis. | | | | | | |
| **4.** | CREATIVITY & INNOVATION Post holder will:   * Exercise significant creativity and the ability to ‘think outside the box’ when presenting options for Adult Social Care Service Delivery and hold Officers to account where there is a risk of project failure. * Make constructive challenges to business assumptions and existing ways of doing things, identify new and improved ways of delivering a number of projects across Children’s, Adults and All Age Commissioning and build strong relationships to manage challenging and difficult changes impacting service areas. * Responsible for resolving unanticipated problems and managing constant changes arising and developing plans and processes for capturing issues and responding to anticipated risks. * Lead, co-ordinate and proactively manage the projects and communicate to stakeholders the future impact on Children’s, Adults’ and All Age Commissioning. * Demonstrate the ability to imagine a wide range of possible scenarios and propose creative solutions to address them in a cost-effective manner. * Have expertise in methods and techniques for reporting progress and communicating to customers in a creative way. Be able to communicate new concepts as well as big picture impacts alongside day-to-day procedures in an understandable format for all audiences. * Responsible for ensuring projects are delivered to time, quality and budget, demonstrating strong 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**  **Internal**  Post holder will need to be able to work sensitively with people in potentially pressured, challenging and stressful circumstances. They will have to secure co-operation in order for the corporate council vision to be realised.   * + Provide guidance and advice to CMT and DMT   + Daily contact with Head of Service, Service Managers and Team Managers and council employees at all levels to consult, advise and negotiate on all aspects of the projects. This will include communicating difficult or contentious matters regarding changes to processes and/or policy, resolving conflict and to obtain information.   + Liaise 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.   + Communicate 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.   + 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.   **External**   * + Establish and maintain contacts with other Local Authorities.   + Some contact with private sector organisations will be required to inform options for the future delivery of projects at City of York Council.   + Communicate with Stakeholders, Partners, Service Users, Carers and other external stakeholders.   + Contact with vulnerable groups is required to support the development of EIAs and QIAs across projects. | | | | | | |
| **6.** | **DECISIONS – discretion & consequences**  **Discretion**  Decisions and recommendations made will change how customers access services, which will impact the reputation of City of York Council and elected members.   * Responsible for documenting the delivery of all projects through the VERTO system. * Emphasis is placed on ensuring all statutory requirements and regulations are understood and reflected in future service delivery. Failure to do so could result in not meeting the savings targets, reputational damage and harm to customers. * Expected to act on their initiative. Mistakes made could have consequences for the council’s reputation and service users and vulnerable people. * Responsible for identifying opportunities to further develop the programme management approach to support the corporate efficiencies programme. * Responsible for producing highlight reports for DMT/CMT. * Responsible for raising risks and issues in a timely manner and prioritising issues which impact on the delivery of projects. * Influence DMTs, Heads of Service and partners to support the corporate vision for the delivery of Children’s, Adults’ and All Age Commissioning. Failure to do so could delay the project and impact future efficiency savings. * Support (and lead on, where appropriate) the development and implementation of the future delivery of Children’s, Adults’ and All Age Commissioning at City of York Council. * Plays a key role in ensuring the project management system (VERTO) is kept up to date and relevant. * Provides much of the day to day contact between Head of Service, Service Managers and the Programme Lead to ensure timely delivery. * 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 based on expert knowledge.   **Consequences**   * Failure to deliver this project will prevent CYC efficiency savings from being realised. * A lack of understanding of all statutory regulation and corporate standards will result in substantial penalties for CYC leading to damaged reputation for CYC and executive members. * The customer must be at the heart of the review. If not, there is a risk vulnerable people will not be able to access the service they require, potentially causing harm leading to reputation damage for CYC and executive members. | | | | | | |
| **7.** | **RESOURCES – financial & equipment**  *(Not budget, and not including desktop equipment.)*  Description Value  Normal office equipment. | | | | | | |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context** Work Demands  * Manage own workload, adapting to constant changes in a flexible and agile manner. * 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.   + Co-ordinate and negotiate resources from CYC directorates against high demand and competing priorities and subject to constant change. * The post holder often has a role of intermediary to help resolve conflicts caused by changing deadlines and requirements. * Managing assigned project workloads, priorities and deadlines, which are all subject to change, sometimes at very short notice is a constant requirement of the role. * Certain legislative and corporate standards have to be met. Needs to be adaptable, working at different levels of authority and with staff of differing seniorities and also in a multi-disciplinary environment. * Needs to perform under pressure in a workshop environment to make quick decisions and judgements that can have significant impacts  Physical Demands  * Sitting and working at a computer screen for long periods. * Long periods of concentration required to understand and write complex documents.  Working Conditions  * Varied workplace according to project requirements ranging from being out with operational staff to being in customers’ homes with Social Services.  Work Context  * From home/office as required. * Project work is highly pressurised, often undertaken in an emotionally charged environment and carries significant responsibility to overcome stressful situations in order to deliver positive outcomes for the Council | | | | | | |
| **9.** | KNOWLEDGE & SKILLS Post holder will have:   * Education to degree level or equivalent experience * Extensive experience managing complex projects for a local authority which deliver improved outcomes to customers * Proven experience of using project methodology to manage projects throughout their lifecycle * Proven experience of using business analysis tools and techniques * Experience in the full project life-cycle and confident in applying knowledge at each stage of the process. * The skills and knowledge to critically review and evaluate current and new major projects re-design * 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 improvements to processes * 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 with excellent negotiation skills to enable the post holder to resolve conflicting priorities * Ability to understand and communicate relevant issues to a variety of stakeholders * Good knowledge of information governance to comply with industry standards and central government directives * High levels of initiative and ability to prioritise * 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 * High level of presentation and report writing and editing skills * Strong 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 * 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 * Works co-operatively with others to set targets and resolve problems with both council staff and external suppliers * High degree of numeracy and literacy | | | | | | |

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| **10** | **Position of Job in Organisation Structure**  **Assistant Manager for**  **Adult Social Care**  **Project Officer** |

**Project Manager – Social Care & Integration**