

# Role Profile

## Part A - Grade & Structure Information

|                        |             |                                      |                               |
|------------------------|-------------|--------------------------------------|-------------------------------|
| <b>Job Family Code</b> | <b>10BF</b> | <b>Role Title</b>                    | <b>Project Manager</b>        |
| <b>Grade</b>           | PS10        | <b>Reports to (role title)</b>       | <b>Senior Project Manager</b> |
|                        |             | <b>Directorate</b>                   | <b>Business Services</b>      |
| <b>JE Band</b>         | 371-438     | <b>Service</b>                       | <b>IT &amp; Digital</b>       |
|                        |             | <b>Team</b>                          | <b>Project Delivery Team</b>  |
|                        |             | <b>Date Role Profile was created</b> | <b>1st March 2017</b>         |

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

|                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Role Purpose</b><br>including key outputs                                                                 | Plan and deliver medium IT business solutions across the Authority (typically requiring up to 200 man days of project resources).<br>To work with other IT & Digital members as appropriate and comply with adopted project management standards.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Work Context</b>                                                                                          | The Project Delivery Team comprises a number of Project Managers, Senior Project Managers, Principal Project Managers, and Project Leads supported by a Project Support Team.<br>The team is part of the Projects and Innovation Group responsible for delivering major IT-business solutions across all services of the Authority.<br>The post holder will typically be assigned full-time to the management of a major corporate business solution but on other occasions may be managing a number of concurrent smaller solutions.<br>Delivery activities will include stakeholder engagement, business analysis, project management, procurement, solutions implementation, systems integration and major upgrades.<br>PRINCE 2 is the basis of the project management processes used. The post holder will be responsible for supporting the promotion and deployment of PRINCE 2 principles across the IT service and in projects that they are delivering.<br>Project Managers are generally based in the Project Delivery Team area within IT & Digital but will temporarily be situated in other locations and work within other SCC services when this will assist the efficient running of the project.<br>Major challenges include competing for scarce specialist resources, ensuring commitment of stakeholders, managing suppliers, accommodating changing within IT & Digital and SCC priorities, keeping within budget and resource constraints and dealing effectively with all levels of staff within services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Line management responsibility</b><br>if applicable                                                       | Matrix manage staff working on their projects.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Budget responsibility</b><br>if applicable                                                                | Management of project budgets up to approx. £500,000.<br>Management of ordering, invoicing, etc. of external suppliers and contractors that may run into many £10,000's                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Representative Accountabilities</b><br>Typical accountabilities in roles at this level in this job family | <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance.</li> <li>Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>May assist with budget/resource/funding management in accordance with the organisation's policies and procedures.</li> <li>May have delegated responsibility for a budget(s).</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>And/Or</p> <ul style="list-style-type: none"> <li>Operate as an individual responsible for the delivery of a high level and complex service.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> |

|                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>                                | <ul style="list-style-type: none"> <li>• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines.</li> <li>• Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>• Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.</li> <li>• Proven ability to manage a range of projects through to completion.</li> <li>• Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.</li> <li>• Previous management experience including staff supervision, development and organisational skills.</li> </ul> |
| <b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b> | Registered PRINCE 2 Practitioner (or comparable recognised qualification)<br>Able to work flexibly in terms of working hours and location<br>Competent in using MS Project, or comparable project management tools for project planning and monitoring.<br>Ability to work effectively with 3rd party suppliers to ensure their successful and timely contribution to the project                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Role Summary</b>                                                                                                         | Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Reference Number</b>                                                                                                     | BM-2022-151                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

Copyright © 2017 Surrey County Council