

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	10BF	<b>Role Title</b>	Project Manager
<b>Grade</b>	PS10	<b>Reports to:</b>	Specialist Programme Manager or Programme Manager
		<b>Directorate/School</b>	Resources
<b>JE Band</b>	371-438	<b>Service/Department</b>	Design & Transformation
		<b>Date Role Profile was created</b>	Jan-25

## 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> including key outputs	<p>To manage and deliver key projects that drive the transformation of services and processes across the Council. Working closely with Programme managers and cross-functional teams to ensure that projects are delivered on time, within budget, and in alignment with the Council's strategic transformation objectives.</p> <p>Oversee project planning, manage resources, and mitigate risks to ensure successful implementation of change initiatives. Drive continuous improvement and foster collaboration to contribute to enhancing the effectiveness, efficiency, and sustainability of Council services, contributing to the Council's transformation and continuous improvement initiatives.</p> <p><b><u>Accountabilities</u></b></p> <ol style="list-style-type: none"> <li>1. Oversee the end-to-end delivery of assigned projects, ensuring they are completed on time, within scope, and in line with the Council's transformation objectives.</li> <li>2. Ensure Project outputs support and contribute to the Programme's objectives in collaboration with the Programme Manager.</li> <li>3. Manage the allocation and utilisation of resources across the project, ensuring effective use of people, finances, and materials to achieve project goals.</li> <li>4. Track project progress, ensuring milestones are met and providing regular updates to senior leadership and stakeholders on performance, risks, and issues.</li> <li>5. Proactively identify risks and issues that may impact project delivery, implementing effective mitigation strategies to ensure projects stay on track.</li> <li>6. Manage a wide range of internal and external stakeholders, ensuring their ongoing support and involvement throughout the project lifecycle.</li> <li>7. Develop and maintain comprehensive project documentation, including plans, schedules, and status reports, ensuring accuracy and alignment with project goals.</li> <li>8. Proactively identify opportunities for process improvements and contribute to the ongoing improvement of project management practices and methodologies, ensuring lessons learned are captured and shared for future projects.</li> </ol>
<b>Work Context</b>	<p>The Design &amp; Transformation Service operates in a dynamic, agile environment, delivering strategic transformation initiatives across the council. The team is divided into three main sections: Design, Transformation, and Data, each crucial for driving change and innovation.</p> <p>Emphasising continuous improvement, the service requires team members to proactively identify opportunities for collaboration, optimisation, and efficiency gains. Effective communication and collaboration with internal and external stakeholders are essential for the successful delivery of transformation initiatives. The team is committed to excellence, innovation, and strategic alignment, focusing on delivering value and driving positive change across the organisation.</p> <p>Project Managers work within a matrix programme team, collaborating with colleagues across the Design and Transformation function. They manage and deliver key projects within any part of the council, demonstrating agility and flexibility. They quickly and credibly embed themselves into new areas of work, applying their project management, strategic thinking, and leadership skills across all project management disciplines.</p> <p>Project Managers may lead small to medium scale projects under the oversight of a Portfolio Lead, or they may undertake programme support activities under the direction and oversight of a Specialist or Programme Manager, depending on the scale and complexity of the work.</p> <p>The Project Manager role demands significant effort and responsibility, overseeing the end-to-end delivery of key projects that drive the transformation of services and processes across the council. They navigate complex stakeholder landscapes, manage resources, and ensure alignment with the council's strategic transformation objectives. By applying strategic foresight and meticulous planning, they ensure projects are completed on time, within scope, and within budget. Their work fosters continuous improvement and innovation, significantly contributing to the council's sustained success and operational excellence.</p>
<b>Line management responsibility</b> if applicable	Supervision of colleagues and project team members as required.

<b>Budget responsibility</b> if applicable	N/A
<b>Representative Accountabilities</b> 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 be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</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>	<ul style="list-style-type: none"> <li>•Relevant project management qualification (Prince2, APM, MSP) or equivalent experience.</li> <li>•Experience leading and implementing a range of projects at this level.</li> </ul>
<b>Role Summary</b>	<p>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.</p>

<b>Reference Number</b>	<p style="text-align: center;">BM-2025-025</p>
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