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|  | | | | JOB DESCRIPTION | | | Form JD1 | |
| JOB TITLE: Project Manager (Sustainability) | | | | | | **POST NUMBER**: | | |
| **REPORTS TO** (Job Title): | | | | | | Head of Programmes and Smart Place | | |
| **DEPARTMENT:** | | | | | | GRADE 9 | | |
| **JE REF:** | | | 4129 | | PANEL DATE: | | | 22/01/2019 |
| 1. | MAIN PURPOSE OF JOB  * To manage key delivery projects with the One Planet York / Sustainability agenda and support Project Managers on Major Capital projects with the development of sustainable measures. * 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 development and delivery of successful sustainability items in a constantly changing business environment, on time, within budget and of quality to support Transports efficient and effective service delivery to customers. * Co-ordinate and direct the involvement and effective utilisation of all resources into the project, including supplier, technical, professional and business input at each stage of the project lifecycle. * To communicate with stakeholders at every level in the organisation and manage their expectations on sustainability projects, engaging with Major Project Managers, Business Change stream leaders and CYC Business managers. * To work with Project Mangers during the Discovery phase of corporate Project Management framework helping them shape the proposal, identify additional social, economic and environmental opportunities and risks and establish key outcomes aligned to the One Planet Principles * Exercise a wide-ranging portfolio of skills that go beyond the technical abilities of project management. These include the need to understand local government procurement, how to manage culture change, leadership skills, the ability to influence people at different levels, manage stakeholders and manage the input of resources from multi-disciplinary teams. * Lead the approach to sustainability and resilience across all major capital projects, awareness of broader corporate priorities and with scope to lead delivery projects and identify opportunities as and when they arise. | | | | | | | |
| 2. | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | | | |
|  | i. | Provides Major Capital Project Managers support Work during the Discovery stage of All About Projects, helping them to shape the proposal, identify additional social, economic an environmental opportunities and risks and establish key outcomes aligned to the One Planet Principles | | | | | | |
|  | ii. | Provides ongoing support and challenge throughout the development of major capital projects, particularly during full business case development | | | | | | |
|  | iii. | Leads to identification and application for funding that enables project managers to deliver wider benefits that will support our corporate objectives around sustainability and resilience | | | | | | |
|  | iv. | Supports officers when procuring goods and services, helping them understand how tenders can be structured to deliver additional social, economic and environmental benefits | | | | | | |
|  | v. | Facilitates cross-directorate/ cross project support and knowledge transfer. | | | | | | |
|  | vi. | Leads the further development of the Better Decision Making Tool in order to reflect changing directorate priorities and to further improve its utility | | | | | | |
|  | vii. | Lead on key delivery projects that support the One Planet agenda and ensure that maximum benefits are achieved. | | | | | | |
|  | viii. | Responsible for successful completion of a wide range of projects including complex projects with a highly technical context; participating in all phases of the projects lifecycle from scoping and initiation through to handover at production and support once implemented. | | | | | | |
|  | ix. | Responsible for the direction, leadership and organisation of the project, managing project team members, 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 | | | | | | |
|  | x. | Responsible for identifying, assessing and managing risks to ensure the successful delivery of the project. | | | | | | |
|  | xi. | Prepares realistic and robust project, sub-project and quality plans and tracks activities against the plans, providing regular and accurate reports to Directorate management teams and other stakeholders and modifying plans to meet the needs of a fast paced and constantly changing business environment. | | | | | | |
|  | xii. | Ensures the project stays within agreed cost, timescales and resource tolerances and takes action where there are any deviations. | | | | | | |
|  | xiii. | Leads stakeholders towards accepting change brought about through process automation, demonstrating understanding, imagination and creativity. | | | | | | |
|  | xiv. | Plans and manages the workload of staff seconded to the project. Responsible for ensuring deadlines are met and also for performance of all project staff and the quality of their work. | | | | | | |
|  | xv. | Provides effective leadership to the project team, ensuring that team members are motivated and developing their skills and experience. Takes appropriate action where performance deviates from agreed tolerances. Actively represents the project team, ensuring that effective relationships are built and maintained with the business. | | | | | | |
|  | xvi. | Responsible for effective project budget monitoring and project progress forecasting, and reporting deviations and exceptions as appropriate to project executive and other stakeholders. | | | | | | |
|  | xvii | Ensures that 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. | | | | | | |
|  | xviii | Provides technical expertise in the resourcing of the technical project; ensuring feasible implementation plans are created; | | | | | | |
|  | xix. | Responsible for ensuring adherence by project teams to agreed standards throughout the lifecycle of the project and good practice e.g. documentation standards, quality standards etc. | | | | | | |
|  | xx | Responsible for ensuring that 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. | | | | | | |
|  | xxi | As required, leads the procurement process by directing the input of business and technical teams for the specification and purchase to address specific council corporate objectives, Manage a process of contractual negotiations with suppliers, ensuring positive commercial outcomes for the Council in line with Financial Regulations. | | | | | | |
|  | xxii | Ensures new solutions support and comply with national (statutory), corporate and directorate level strategies including in relation to Information Governance and security of data. Responsible for quality assurance to ensure that transport systems development projects are carried out in accordance with the organisation’s agreed standards, methods and procedures. Ensures transport systems are designed and implemented to meet accessibility, usability, technical and security standards. | | | | | | |
|  | xxiii | 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 project direction. | | | | | | |
|  | xxiv | Liaises with supplier project managers to arrange call-off of consultancy time and approve work, including overseeing and directing the work of supplier personnel while on-site. | | | | | | |
|  | xxv | Manage the customer/supplier relationship throughout the project on behalf of the Council. Lead and direct discussions with suppliers in order to improve project delivery and performance of external resource. | | | | | | |
|  | xxvi | Direct and guide the work of business analysts and project officers engaged in business process mapping and improvement to ensure work is aligned to the plan and stakeholder expectations. | | | | | | |
|  | xxvii | Plans, arranges and controls meetings, workshops and relations with stakeholders during system investigations and throughout subsequent development work. | | | | | | |
|  | xxviii | Conduct research and manage a process of market testing of supplier services, assessing these for their appropriateness for meeting the needs of the business area involved. | | | | | | |
| 3. | SUPERVISION / MANAGEMENT OF PEOPLE No. reporting –  **Direct**: 0    **Indirect:** Various. -Supervision of virtual project teams 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:   * Exercise significant creativity to design new sustainability solutions that will exert a positive influence for change, address evolving business requirements and inspire confidence and enthusiasm in project team, project board, senior managers and all stakeholders. * Be responsible for analysing, defining and managing technical requirements, dependencies and issues relating to sustainability development and implemenation. 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 sustainability and build strong relationships to manage challenging and difficult changes impacting 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 strategic business objectives, decisions and issue resolution. * Employ extensive creativity and innovation in forming and managing technical projects, in response to corporate 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 in-house (All About Projects) 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. * Skilled in understanding complex information and processes across a wide range of end users and translating into sustainable, innovative and efficient transport technology solutions. * 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 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 and exert influence in order to achieve delivery of projects and the supporting business process changes required.  **Internal**   * Regular guidance and advice provided to senior management and project boards to inform decisions on sustainability strategy and project delivery. Daily contact with stakeholders 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 and negotiate resources from CYC directorates 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 Head of Programmes to ensure finances, resources and projects remain aligned and avoid conflict. * Acting as mentor to junior members of the project team assisting in ensuring correct standards and documentation are met.   **External**   * Weekly contact with suppliers, account managers, sales consultants and technical staff to maintain good working relationships during projects. 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. * Maintaining contact with all of the above during the implementation phase of the projects to ensure deadlines are met. * 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 on joint projects e.g. Department for Transport, public transport providers and Police. * 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 based on expert knowledge. * The post holder makes decisions that, if inappropriate, could lead to a failure to deliver the Council’s key sustainability requirements that would have significant and major impacts on the user base, business operation and the 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. This in turn would have significant financial and reputation implications for the council as it would be failing to meet the needs of its wide and diverse customer base. * Advise and recommend solutions to support changes to business policies and procedures. * Contribute to corporate sustainability strategies and manage development of project bids ensuring business cases and project plans are achievable, realistic and meet business needs.   **Consequences:**   * Sustainability projects will be delivered to time, quality and budget. Service improvements will be achieved through successful benefits realisation and streamlined processes. Transport strategy will be driven through in support of business objectives. * Failure to deliver successful projects might lead to breaches of statutory requirements or legislation, would impact CYC ratings or reputation, and can impact revenue, debt recovery 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 individual project resources. Value ~£2m * 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. * Highly levels of adaptability and resourcefulness, working at different levels of authority and with staff of differing seniorities and also in a multi-disciplinary environment. * Commissioning or developing new sustainability solutions 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 to these problems will be provided by professional 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 supplier and 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 in Prince2 methodology to Practitioner level (week long examined qualification) with proven experience of using this methodology to manage major projects throughout their lifecycle * Education to degree level or equivalent experience. * Experience in the delivery of sustainability projects. * Experienced in the full project life-cycle and confident in applying knowledge at each stage of the process. * 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 transport technology systems and processes * 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 technical issues to non technical audiences * Good knowledge of information governance to comply with industry standards and data protection legislation * 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 * 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 * 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 * Works co-operatively with others to set targets and resolve problems both council staff and external suppliers * High degree of numeracy and literacy * Knowledge of relevant sustainability legislation and statutory instruments. | | | | | | | |
| 10. | Position of Job in Organisation Structure Job reports to: : Head of Programmes and Smart Place  THIS JOB  Jobs reporting up to this one: None. | | | | | | | |