

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Project Manager – Transformation

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To define, develop and deliver the corporate projects that are large scale and/or complex and/or have a high level of risk attached. To be part of an in-house project management change capability, providing organisational learning, capability, resilience and Value for Money (VfM). To deliver through the successful implementation of defined corporate (cross council) projects, the Council's corporate outcomes.

Provide senior leadership and process redesign expertise. Accountable for the planning, coordination, facilitation and monitoring of transformation projects; and for developing capacity and capability to embed service improvement tools and techniques supporting the continuous modernisation and redesign of service across West Northants Council.

Taking responsibility for the day to day running and delivery of the projects, resulting in new ways of working and identified business benefits being realised. Manage a team of Business Analysts in applying highly developed specialist knowledge and experience of best practice service improvement tools and techniques; performance management; project planning and the development of training programmes; and the building of collaborative relationships in which to challenge, influence and empower managers and staff to enable them to produce more effective, innovative and high quality service delivery and partnerships.

## **Responsibilities:**

1. Manage Business Analysts working across a range of service transformation projects. Allocating specialist resource to where needed across projects. Sourcing additional Business Analyst resource where project funding has been identified and approved.
2. Ensuring performance reporting and tracking of benefits are reported and monitored along with risks, issues, assumptions and dependencies to OMT/CMT. Advise Project Boards, resolving issues and recommend corrective action as appropriate so that projects are sustained and implemented, working within the agreed decision making process/project governance arrangements.
3. Support the Business Transformation Delivery Manager in the maintenance and review of the Project Management SORP, templates, governance and reporting frameworks.
4. Provide change leadership and specialist knowledge, skills and experience in process and systems improvement across the Council. Support the restructuring of services, lead the introduction of new Council policies and procedures for major areas of work delivering and supporting further service improvement.
5. Coordinate, lead and take accountability for the delivery of project/work streams; apply proven project/programme management methodologies, tools and techniques to deliver rapid, demonstrable and sustainable improvements; plan and manage programme implementation activity and budgets; lead and motivate project teams providing practical consultancy support as needed to facilitate project delivery; monitor and adjust plans as required to ensure that projects meet agreed timescales and budgets and that project objectives are achieved.
6. Actively engage with all internal and external stakeholders, developing and maintaining effective and strategic links; influence, challenge and empower managers and staff to change and improve their services.
7. Evaluate highly complex, sensitive or contentious project information; use project monitoring and evaluation data to report on project progress to stakeholder representatives at all levels both within and outside the organisation, and to influence decisions on project direction.
8. Prepare project documentation, using the Council's Project Management Framework and toolkit, setting out the project objectives, plan, costs and performance measures to ensure that work is carried out in a

timely and effective manner and to meet budgets and deadlines where applicable. Where appropriate, prepare invitations to tender and manage the tender process through to successful completion.

9. Build the skills and capability of service and management teams through the design and implementation of service improvement workshops, learning sets, master-classes and seminars. Develop and maintain training materials and knowledge archive as Council resource and deliver Council wide training.
10. Develop and promote greater and wider understanding of the concepts, methodologies, skills and techniques involved in service improvement and organisational change; produce articles for newsletters, journals and web publications; produce data and documentation for briefings, workshops and presentations; review and produce best practice guides; represent the Council at internal and external service improvement forums.
11. Work with stakeholders to identify potential conflict between the interests of different individuals, cross divisional staff groups or Council departments. Provide facilitation expertise to encourage multidisciplinary team collaborative working to overcome resistance to change and to reduce conflict.
12. To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
13. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
15. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to successfully manage significant changes in working practices.	Essential	A T I
Able to manage stakeholder relationships within complex projects and collaborate constructively with internal and external partners to create conditions for successful partnership working. Ability to manage and resolve conflict.	Essential	A I
Ability to enable others to develop vision and translate that into realistic plans.	Essential	A I
Strong group facilitation skills and excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe.	Essential	A I
Ability to build rapport and credibility with senior managers, members and Directors.	Essential	A I
Excellent written and verbal communication and presentation skills along with interpersonal skills to gain the respect of multi-professional teams, enthuse and motivate individuals and teams.	Essential	A I P
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A

Knowledge:	Essential / Desirable	Measured by
Business process mapping and analysis tools, e.g. Visio, Protos, Casewise, Popkin.	Essential	A I
All round knowledge of capabilities of ICT to meet business needs.	Essential	A I
Current best practice and evidenced based information that is applicable to the provision of quality services.	Essential	A I
Knowledge of project/change management concepts and methodologies e.g LEAN (or equivalent), Theory of Constraints, PDSA and project development lifecycles.	Essential	A I
Awareness of the National and Local Government agenda, current issues and challenges.	Essential	A I
Learning and personal development and training.	Essential	A I
Working knowledge of the functional aspects of the Oracle ERP platform		I

Relevant experience:	Essential / Desirable	Measured by
Political sensitivity and a demonstrable ability to recognise, influence and manage the communications consequences of sensitive issues.	Essential	A I P
Experience of Management of staff	Desirable	AI

Experience of budget management Essential	Essential	A I
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<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Graduate level or equivalent professional qualification or relevant proven experience.	Essential	A
Advanced knowledge of business process/business improvement/project management acquired through degree or equivalent management experience.	Essential	A
Post-graduate qualification or professional training in programme/project management e.g. Prince2, MSP, LEAN practitioner or equivalent, MBA, MSc in Change Management/Strategic Leadership or similar.	Essential	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Professional Support 10	<b>Worker type:</b>	Flexible Part-flexible Fixed Field-based worker
<b>Salary range:</b>	£52,194 - £55,943	<b>Budget responsibility:</b>	NA
<b>People management responsibility:</b>	NA		

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
  - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
  - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
  - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

