

**WOKING BOROUGH COUNCIL
JOB PROFILE**



Job Description

Job Title: Transformation Project Manager

Pay Grade: W4

Directorate: Corporate Resources

Team: Transformation and Digital

Reporting to: Senior Programme Manager

Budgetary Responsibilities: N/A

Job Purpose:

You will be an active member of the Transformation and Digital team, with specific responsibilities for project delivery within the Transformation Programme area. You will help ensure that the services and projects delivered meet our users' needs and are delivered to scope, quality, time and budget. Your contribution will have an impact upon the practical implementation of the transformation programme, modernising services and the delivery of the Digital Strategy and Action Plan.

You are a Digital and IT ambassador, actively involved with embracing and leading change. You are outcome-focused and put Woking residents at the very heart of everything you do and every decision taken.

You will work closely with service managers, user researchers, designers, and business analysts to help modernise and deliver change to services across Woking. This will include designing, delivering and monitoring the project to deliver the requirements.

Main Tasks:

1. Manage business change projects from inception through to transition to service, ensuring that the solutions meet user needs.
2. Participate in gathering and analysing the user needs, business and functional requirements and take ownership of creating a business case and scope that defines the project to be delivered.
3. Propose appropriate project governance mechanisms and reporting at the outset of the project.
4. Plan, socialise and agree the project stages and tasks, including cost estimation and resource planning and ensure there is budgetary cover.

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5. Co-ordinate the project implementation, often including matrix management of a variety of resources and third parties and ensure there are measures in place to evidence that delivery meets agreed quality
6. Ensure that risks, assumptions, issues, decisions and dependencies are tracked and managed, and that any likelihood of deviation from plan outside of agreed tolerance (including time, cost and quality) is raised with stakeholders and managed through project governance.
7. Create and implement a project communication plan.
8. Engage with new ways of working on project delivery, including the incorporation of service design and agile approaches, testing and the piloting of new systems, processes and services.
9. Be proactive in understanding the delivery of the overall programme and working with colleagues to discover synergies and integration between different pieces of work that will optimise our use of technology.
10. Implement successful transition into service of new or changed solutions as a standard part of project delivery. Plan and manage the change management aspects of ensuring the change is embedded into the service.
11. Run or take part in post-implementation reviews, learning what went well and what could be improved, and confirming benefit realisation.

People Management: N/A

Service Management: N/A

Financial Responsibility: N/A

Other Responsibilities:

- To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

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Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation, T = Test

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	Relevant degree or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.	E	A
	Accreditation or practical knowledge of using: ITIL Service Management, agile methodologies and project and change management methodologies.	D	A
Experience	Experience of working in a similar role in an organisation of comparable scope and complexity pursuing a transformational agenda	D	A/I
	Detailed understanding of a variety of project management approaches and can evidence having led the delivery of technical and business change projects, including the effective management of risk and benefit realisation	E	A/I
	Experienced and confident in external engagement with stakeholders, businesses and partners	E	A/I

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Special Requirements	• Skilled at stakeholder management and can matrix manage diverse resources and suppliers as a virtual team to enable successful project delivery.	E	I
	• Excellent attention to detail, you can produce high quality documentation and experienced adapting your approach and style to the needs of the target audience.	E	I
	• Skilled at translating technical concepts into non-technical language and understanding what communication is required for internal and external stakeholders	E	I
	• Champion change and support those around you to embrace digital ways of working.	E	I
	• Practical approach to solving challenges and disputes and can influence and steer discussions to a positive conclusion.	E	I
	• Good facilitation and presentation skills and are able to lead workshops and training sessions	E	I
	• Commitment to providing a quality, effective and efficient service.	E	I
	• Ability to motivate others.	E	I
	• Can work to deadlines.	E	I
	• Self-starter.	E	I
	• Team player.	E	I
	• Confident, able to get on with all levels of internal and external stakeholders.		
	• Patience and understanding of other's requirements.	E	I
	• Can do attitude with a willingness to negotiate to achieve better outcomes.	E	I
	• Ability to build a team.	E	I

Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	Yes
Disclosure and Barring Service check required?	No
If yes, what level?	Choose an item.
Is this a Politically Restricted Post?	No
Does this role have emergency responsibilities?	No Choose an item.

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Role Map

Behaviour	Level Required (1-4)
Shaping our Future	2
Leading our People	2
Delivering for our Customers	2
Making Change Happen	3
Team and Partnership Working	3
Communicating Openly	3
Performance Management	3

Please refer to the Council's Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).