

## London Borough of Tower Hamlets

### Job Description

<b>JOB TITLE:</b>	Transformation Project Manager
<b>GRADE:</b>	L
<b>POST NUMBER:</b>	
<b>DIRECTORATE:</b>	Childrens Services
<b>SERVICE:</b>	Early Help & Children & Family Service
<b>RESPONSIBLE TO :</b>	Transformation Senior Project Manager
<b>RESPONSIBLE FOR:</b>	<p>Matrix management of project teams and project support staff across a variety of projects.</p> <p>Project management of projects within the corporate transformation programme.</p>
	<p>DBS not required</p> <p>Is the post politically restricted? – No</p>

<p><b>JOB SUMMARY:</b></p>	<p>The Family Hub transformation programme is a £4.2m 3-year transformation programme with yearly funding dependent on specific deliverables. The programme is a government funded initiative delivered by Local Authorities, the objectives are to join up and enhance services for families from conception to age 25 for young people with Special Educational Needs and Disabilities; and to empower parents to give their children the best start in life.</p> <p>The Transformation Project Manager will lead the development and delivery of the Family Hubs transformation programme through to final implementation of change and handover to the business, ensuring alignment to the wider vision and strategic direction of the council and maintaining a focus on outcomes.</p> <p>This will include:</p> <ul style="list-style-type: none"> <li>• Using a range of specialist disciplines including business analysis, process redesign, planning and estimation, benefits mapping, change management, modelling, communication, and engagement.</li> <li>• Ensuring the purpose, scope and impact of projects are properly researched, evidenced and understood, challenging project deliverables with stakeholders and intervening as appropriate, with the support of project sponsors</li> <li>• Ensuring risks, assumptions and dependencies are understood and accepted by the organisation</li> <li>• Assessing and escalating appropriately the impact of any variance in delivery plans, securing approval of mitigating actions.</li> <li>• Ensuring all stakeholders are identified and engaged with the user experience central to any redesign.</li> <li>• Putting project controls in place to enable SROs to take informed and timely decisions.</li> </ul> <p>To support the development and delivery of best practice across the council in a range of project related disciplines.</p>
<p><b>ROLE REQUIREMENTS:</b></p>	
<p>1.</p>	<p>Scope, plan and implement strategic projects as identified by the Programme Manager, Programme Board or Project</p>

	Sponsor, using accredited project management principles. Lead and coordinate the work of project teams as required.
2.	Design and implement project governance and controls to ensure effective delivery and maintain appropriate accountability.
3.	Ensure that financial savings and investments in projects are effectively identified, tracked, analysed and monitored.
4.	Ensure project approach is based on robust business cases that are properly evidenced through research, process mapping, analysis, modelling, and testing as appropriate. Document and analyse findings and create options for strategic and operational improvements and changes. To lead on this work identifying any need for specialist input in a timely fashion.
5.	Setup, lead and facilitate project team meetings, workshops, working groups, etc in line with the needs of the project; engaging with staff, senior managers, elected members and others as required.
6.	Work collaboratively across team, service and organisational boundaries to build effective relationships with stakeholders and external partners. To understand the needs, processes and practices of the service areas and groups you are working with ensuring solutions (systems, processes and service changes) meet the needs of the service and their customers.
7.	Develop and manage detailed project plans to establish timelines and resource requirements and to hold people to account for delivery.
8.	Identify and investigate cross-functional opportunities and areas of commonality that will support more efficient delivery.
9.	Develop and maintain high quality project management documentation including business cases, plans, RAID and decision logs in order to manage, monitor and report on progress.

10.	Report to Boards in a timely and accurate fashion the progress of projects and put mitigation plans in place to ensure delivery is on track.
11.	Work within the Corporate PMO procedures and guidelines to ensure consistency and alignment to the overall council transformation programme, advising on improvements and supporting best practice.
12.	Actively manage project issues and risks, ensuring timely resolution and escalation where appropriate.
13.	Facilitate dissemination of best practice, sharing knowledge with project managers and other members of the team.
<b>CORPORATE RESPONSIBILITIES</b>	
14.	Actively contribute to council's priorities and outcomes in a way that promotes a 'one organisation' approach.
15.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
16.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
17.	Support organisational change and learning, ensuring appropriate systems of performance and development, communication and engagement, quality measures, monitoring and review are in place for all services and the workforce that delivers them.
18.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
19.	Actively participate in all service / team activities and ensure that these are aligned to the council's corporate priorities and outcomes, as set out in the Strategic Plan.
20.	Continuously improve systems and processes and, as part of our Smarter Together Transformation programme, modernise our core support and enabling functions to improve effectiveness and efficiency

21.	Promote and actively participate in the programme of service reviews and transformation projects to improve the council's operational effectiveness.
22.	Utilise new ways of working to champion our diverse communities and secure effective outcomes for the council's residents.
23.	Deputise for Senior Transformation Project Managers and colleagues as directed.
<b>PEOPLE</b>	
24.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of specific service programmes and deliverables.
25.	Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
26.	Encourage and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets' residents.
<b>FINANCE</b>	
27.	Effectively manage budgets and income delivery targets ensuring that resources are deployed in line with agreed priorities. Ensure that opportunities for efficiencies are systematically explored and developed and drive down spend where appropriate.
28.	Work to ensure services are delivered or procured that represent value for money.
<b>SERVICE</b>	
29.	To carry out all duties in line with the Council's Standing Orders, Financial and Procurement Regulations and Constitution.
30.	To play an active role individually and as part of the team in identifying and implementing improvements to the quality and efficiency of the Corporate Strategy, Improvement and Transformation service.

<b>PERFORMANCE</b>	
31.	To meet relevant performance targets in the council's strategic plan and service plans. These will be agreed with the postholder as part of the My Annual Review process.
<b>OTHER CONDITIONS:</b> To carry out other duties and responsibilities commensurate with the level of the post as directed by the Corporate Director/Director/Head of Service.	

Person Specification for the Post of Transformation Project Manager		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Extensive knowledge of multiple project and programme management approaches / methodologies including Waterfall, Agile and Theory of Change.</li> </ul>	E	A/I
	<ul style="list-style-type: none"> <li>Good knowledge of a range of quality, performance and project management tools and techniques e.g. estimation, planning and benefit mapping.</li> </ul>	E	A/T/I
	<ul style="list-style-type: none"> <li>Good knowledge of business analysis and requirements gathering using a</li> </ul>	E	A/I

	range of tools and methodologies.		
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>Demonstrable experience of initiating and leading major projects and project teams to deliver within a large, complex, organisation.</li> </ul>	E	A/I
	<ul style="list-style-type: none"> <li>Recognised formal practitioner qualifications in project and programme management or similar by experience (e.g., MSP, APM, Agile PM, DSDM PRINCE2, certified change management or equivalent).</li> </ul>	E (experience essential qualifications preferred)	A
	<ul style="list-style-type: none"> <li>Proven experience of dealing with managers and staff at all levels and across organisational boundaries; building relationships in order to achieve agreed objectives.</li> </ul>	D	A/I
	<ul style="list-style-type: none"> <li>Advanced IT skills in relation to Word, PowerPoint, Excel, MS Project, Visio or other project tools</li> </ul>	E	A/T/I
	<ul style="list-style-type: none"> <li>Experience of working in a politically sensitive environment. Has the ability to exercise discretion, judgement and confidentiality when dealing with politicians and officers at every level, and to</li> </ul>	D	A/I

	<p>demonstrate political neutrality at all times</p> <ul style="list-style-type: none"> <li>• High degree of self-motivation, resourcefulness and flexibility with a proactive approach to problem solving.</li> <li>• Highly self-aware, and able to work under pressure and to deadlines and to achieve challenging professional goals</li> <li>• Able to lead a matrix managed team and provide support and constructive challenge to senior colleagues</li> <li>• Able to present complex issues clearly and concisely, both orally and in writing, and to develop appropriate promotional material.</li> <li>• Has excellent presentation skills and is able to express self clearly, develop powerful arguments and communicate effectively to a wide range of audiences</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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<p><b>Living the TOWER Values sets out the essential behaviours required of all staff.</b></p> <p><b>They are aligned to the organisation’s five TOWER Values</b></p>			
<p>We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<p><b>Building relationships</b></p> <p>Must be able to lead and support positive working relationships across the council and with partners to optimise outcomes.</p>	E	A/T/I
	<p><b>Collaborating</b></p> <p>Keep abreast of changes in the external environment which impact on delivery and seek collaborative solutions to achieve the best outcomes</p>	E	A/T/I
<p>We are <b>OPEN</b> and transparent</p>	<p><b>Managing change</b></p> <p>Strongly facilitate with various stakeholders to deliver the pace of change required for the further success of Tower Hamlets</p>	E	A/T/I
	<p><b>Being approachable</b></p> <p>Must be approachable and seek regular internal and external feedback from people to improve how they do things and shape strategy and organisational improvement</p>	E	A/T/I
<p>We are <b>WILLING</b> to challenge, innovate and be accountable</p>	<p><b>Being accountable</b></p> <p>Take accountability for leading the organisation in being ambitious and delivering high standards</p>	E	A/T/I
	<p><b>Improvement and Innovation</b></p> <p>Encourage innovation and commit resources for</p>	E	A/T/I

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	entrepreneurial ideas to achieve better outcomes		
We empower each other to be <b>EXCELLENT</b> and go the extra mile	<b>Having purpose &amp; personal motivation</b> Drive others to get excited about Tower Hamlets purpose, strategy, values and goals and how they can make a difference	E	A/T/I
	<b>Being empowered</b> Be able to delegate decision-making where appropriate, whilst supporting and managing organisational risk	E	A/T/I
We <b>RESPECT</b> all communities, they are the heart of everything we do	<b>Learning from customers</b> Use customer data to shape strategic direction of the organisation to optimise outcomes	E	A/T/I
	<b>Respecting diversity and being inclusive</b> Seek ways to harness the opportunities presented by the diverse workforce and community	E	A/T/I
<b>Additional Requirements</b>	Willingness to work outside of contracted hours in the evenings and weekends subject to notice.  To comply with the requirement to carry out a DBS check on this role.  To comply with the requirements relating to political restrictions for this role.		