

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Project Manager	Grade: PO3 – PO6
Section: Corporate IT	Directorate: Change and Innovation
Responsible to: IT Senior Project Manager	Responsible for: No staff line management applicable
Post Number/s:	Date: June 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose:

To plan, manage and deliver business and IT projects ranging from simple to complex, ensuring that these projects are formally managed in accordance with SSA's chosen project management methodology and contribute to improved SSA operations and performance in line with the SSA IT Strategy.

Specific Duties and Responsibilities:

- Take responsibility for the detailed definition, documentation, delivery and success of a range of projects - tailoring the approach to the context; directing and counselling project team members; and advising clients/users as necessary on all phases.
- Lead on interacting with and influencing project stakeholders, SSA IT staff, the business and suppliers to manage project scope and expectations.
- Liaise with IT Business Partners within the IT Service on project start-up and initiation activities and the development / refinement of project brief and business case documents.
- Recommend and implement appropriate project governance arrangements and ensure that respective governance roles are clearly articulated and understood.
- Lead project teams; allocating and monitoring tasks, motivating staff and appraising individual performance; contribute to the development, training and appraisal of project staff.
- Prepare and maintain pragmatic and realistic project, quality, and risk plans, including plans incorporating sub-projects; and monitor team performance against plans, providing reports to project boards and SSA IT management as required.
- Monitor and control allocated project resources and budget; assess the effect of any project changes on costs, timescale and/or resource needs; and reports these to the project board.
- Evaluate and make recommendations/decisions on business and technical options as appropriate.
- Ensure projects are formally closed out; handed over to 'business-as-usual' arrangements; subsequently reviewed where appropriate; and that lessons learned are captured and actioned. Produce appropriate documentation to support these processes
- Assist the Projects and Programmes Manager in continuous project improvement and organisational development

Progression Criteria

PO3 Working mainly on tactical projects, be able to perform the duties of the post with appropriate support from management and senior team colleagues. A basic level of knowledge and experience in relation to the post's duties and responsibilities.

PO4 Having achieved Prince2 Practitioner status and working on larger departmental projects, be able to perform the full duties of the post with minimal input from team colleagues and management. A moderate level of knowledge and experience in relation to the post's duties and responsibilities.

PO5 Experienced in the project management of both larger tactical and corporate projects. Comprehensive knowledge and demonstrable track-record of experience in relation to the post's duties and responsibilities.

PO6 Having achieved MSP Practitioner status, fully experienced in the management of more complex and enterprise-scale projects (either standalone or as part of a programme) and programmes contributing to significant organisational transformation. Expert knowledge and demonstrable track-record of achievement in relation to the duties and responsibilities of the post.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

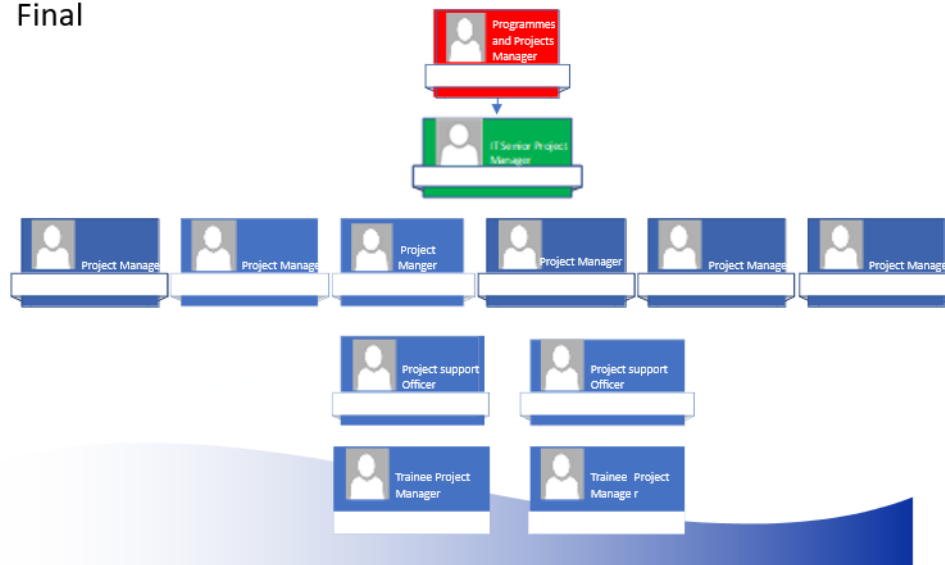
Additional Information

Team structure

Official

Programmes and Project Management Team

Final



For the current structure please go to The Loop.

When advertising externally please add the current team structure here and remove the sentence above.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Comprehensive specialist knowledge of project management methodologies and 'good-practice'.	√		A, I
Knowledge of the complete project life-cycles and typical challenges / issues associated with the delivery of business and IT projects.	√		A, I
Awareness of Corporate, Industry and Professional Standards associated with project management practitioner roles.	√		A, I

Awareness of IT operational and strategic objectives and their influence on projects.	√		
Knowledge of programme management methodologies.		√	A, I
Broad knowledge of contemporary IT issues and challenges – within a local government context.		√	A, I
Familiarity with methods and techniques for structured evaluation and reviews, including technical architectures, business processes, test plans, business cases and any other key deliverables.		√	A, I
Broad knowledge of all key IT service and Council business functions.		√	A, I
Experience	Essential	Desirable	Assessed
Extensive experience in the use of appropriate project management and supporting tools including, but not necessarily limited to MS Excel, Word and SharePoint.	√		A, I
Proficiency in Project Planning and Control Techniques associated with planning and monitoring the progress of projects / programmes and interdependencies between them.	√		A, I
Experience of incorporating external (supplier) resources and approaches / methodologies into projects and assessing their impact.	√		A, I
Demonstrable people management experience in project and / or operational contexts.	√		A, I
Demonstrable track-record of successful project delivery across different business functions.	√		A, I
Facilitating group discussion and reaching a consensus on the way forward.	√		A, I
Presenting project issues and progress updates to senior business audiences.	√		A, I
Demonstrable track-record of progressively higher responsibility IT experience, with sensitivity and commitment to business problem solving.		√	A, I
Evidence of participation in appropriate project focus groups and forums.		√	A, I
Skills	Essential	Desirable	Assessed
Ability to vary approach depending on the context of the project - e.g. dealing with standalone projects vs. projects managed within a programme construct.	√		A, I
Effective project planning and workload prioritisation.	√		A, I

Strong customer service ethos.	√		A, I
Gravitas to deal constructively and expediently with conflict and to reach mutually agreeable resolutions	√		A, I
Ability to rapidly absorb and analyse written and verbal information, draw out key messages / conclusions and make appropriate recommendations.	√		A, I
Presentation and influencing skills and ability to communicate effectively – both verbally and in writing.	√		A, I
People management skills to mobilise immediate colleagues, the wider business and third-parties within projects.	√		A, I
A solid appreciation, and demonstrable track-record in the effective use of, leading project /management and appropriate supporting tools and repositories including: - <ul style="list-style-type: none"> ○ Microsoft Outlook, Word, Excel, PowerPoint, SharePoint, Teams 	√		A, I, C
Ability to produce and advise others in the production of compelling business cases and requirement specifications.		√	A, I
Ability to deviate from prescriptive mandates for pragmatic reasons.		√	A, I, C
Being sensitive to organisational cultures, subcultures, hierarchies and politics - and shaping approach accordingly.		√	A, I, C
Working knowledge of: - <ul style="list-style-type: none"> ○ Microsoft Project ○ Microsoft Visio 		√	A, I, C
Qualifications	Essential	Desirable	Assessed
Educated to at least 'A' Level standard or equivalent.	√		C
Prince2 Practitioner qualification or other suitable project management accreditation (for grade PO4 and above).	√		C
ITIL Foundation qualification (for grade PO4 and above).	√		C
'Managing Successful Programmes' (MSP) Practitioner qualification (for grade PO6).		√	C

A – Application form / CV

I – Interview

T – Test

C - Certificate

