**Job Profile comprising Job Description and Person Specification**

**Job Description**

|  |  |
| --- | --- |
|  **Job Title:** Performance and Projects Manager  | **Grade**: MG1 |
| **Section:** Operational Services | **Directorate:** Environment and Community Services |
| **Responsible to following manager:**Deputy Director | **Responsible for following staff:**Support Staff |
| **Post Number/s:**RWEPPM1 | **Last review date:** March 2023 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Reporting to Deputy Director, Environment and Community Services, and works collaboratively with the Highway Operations and Street Scene Division Management Team in, delivering the Division’s work programmes and projects to time and quality standards including effective resource planning.

**Specific Duties and Responsibilities**

1. Reports to the Deputy Director and assists Senior Managers in understanding and setting realistic objectives and targets.
2. Oversees the planning and managing of work programmes and projects for the range of business units within the division: The complexity and diverse nature of each business unit, which includes: Building Maintenance, Highways, Mechanical Workshop, Sign Manufacture, Network Management, Inspection and Enforcement, Finance and Systems support and Emergency, will require a detailed knowledge of EFQM, (European Foundation for Quality Management), and a recognised project management qualification, such as Prince2.
3. Designs and implements a framework for performance outputs and evaluation of the team’s capabilities and implement established performance improvement techniques such as Kaizen and Lean thinking. Because of the variety of business units within the division, this will need to be under continuous review, with incremental improvement every 6 months.
4. Contribute to the corporate goals with regard to the climate change and green agenda, by overseeing and contributing to the procurement of a greener council fleet of vehicles and by researching and implementing the use of environmentally friendly alternatives to traditional materials for both building and road maintenance. This will include exploring the use of new greener fuel types such as electric and hydro vegetable oil.
5. Embeds strong project management principles and practice by initiating, defining priorities and associated outputs, and proactively tracking work programmes and project plans. This includes identifying, managing and mitigating risks and issues and / or initiating appropriate corrective action to ensure that project and service outcomes are delivered. Must keep of with innovative and technological changes in the wider environment and recommend improvements, which will also promote an environmental compliant way of working.
6. Manage programmes and project plans on a regular basis to ensure that the Service is proactive in its approach to service delivery. Keeps abreast of all relevant issues and makes recommendations to ensure that key priorities are met. This includes responding proactively to planning resource requirements to deliver new and emerging workstreams and changing priorities.
7. Assists Senior Managers in evaluating and monitoring data collected and identifies areas of concern, as well as examples of best practice. This will include knowledge of data analytics and the ability to utilise data analytics to improve/monitor service outputs and oversee implementation of new processes and systems. In particular to reduce all non-productive vehicle journey times and by doing so reduce the carbon footprint of the Council.
8. Reporting of programmes and projects by producing regular highlight reports for the Deputy Director on project delivery and makes recommendations where appropriate. These recommendations may have to be taken to council committees, so the ability to write detailed and complexed committee reports is essential. Must also attend evening committees and present reports to elected members.
9. Builds and maintains effective working partnerships and relationships with key stakeholders, including senior management. Stakeholders will include commercial organisations, government departments, NGO’s, London Councils, Trades Unions, etc.
10. Represent the Council at strategic and operational meetings with any of the bodies mentioned above, and at all times promote the council in a positive and professional capacity.
11. Carries out a trouble shooting role by proactive diagnostic analysis of processes and systems within each business unit to drive performance improvement. In doing so, produce regular highlight reports for the senior management team on project delivery and make recommendations where appropriate.
12. Take a leading role in the tendering and contract process, by evaluating multi million pound contracts for best value, not only in terms of price but also social impact and how they comply with the Councils environmental strategy.
13. Assists managers in understanding and setting realistic objectives and targets. Understands goals and Ensures a safe workplace environment without risk to health.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

**Team structure**

**Person Specification**

|  |  |
| --- | --- |
|  **Job Title:**Performance and Projects Manager | **Grade**: MG1 |
| **Section:** Operational Services | **Directorate:** Environment and Community Services |
| **Responsible to:** Deputy Director  | **Responsible for:**Support staff |
| **Post Number/s:**RWEPPM1 | **Last Review Date:** March 2023 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

|  |  |
| --- | --- |
| **Person Specification Requirements** | **Assessed by** **A**  **&** I**/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Understanding of the principles of project management | I |
| **Experience**  |
| Previous experience of project management | I |
| Experience of influencing outcomes at a senior level  | I |
| Experience of data analysis and presenting findings / options to management teams | I |
| Previous experience of designing and implementing change in an organisation  | I |
| **Skills**  |
| Numeracy skills and able to carry out duties such as estimates and monitoring budgets. | I |
| Computer literate across a range of project management tools with ability to input and extract data and present to Management Team | I |
| Effective negotiating and influencing skills. | I |
| Proven investigative skills to interpret data accurately  | I |
| Ability to successfully co-ordinate several different tasks at any one time, often with conflicting deadlines | I |
| Ability to use own initiative | I |
| Ability to organise own work and to be able to work with minimum supervision | I |
| An effective team player | I |
| Proven written and oral communication and interpersonal skills | I |
| Ability to effectively impart knowledge to staff / managers and accept additional responsibility | I |
| Must be able to demonstrate flexibility to meet demands of working hours | I |
| **Qualifications**  |
| PRINCE qualification or relevant experience  | I / C |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**