**Job Description**

**Main Purpose of Job:**

To provide Project Management and Business Analytical services to lead and manage corporate projects across the Waste Programme, but with a specific focus on implementing Simpler Recycling, including realising service efficiencies, and implementing business change, delivering to the core programme of our Waste Improvement Plan.

The focus of the role will be leading corporate projects to implement successful delivery of new waste collection streams and streamlined business processes, including where services touch upon online and frontline, using user and customer focussed design. This will include the routing of collection rounds, implementing to the needs of legislation, the organisation and our trading company, to ensure services are delivered efficiently and to required standards.

This role strongly aligns with the delivery of the priorities and aims of our Strategic Plan – across all corporate objectives and follows our Customer and Digital principles.

**Our Values:**

You will be expected to work in line with our values which are:

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| **Proud** - Believing in who we are, what we do and where we live |
| **Dynamic** - Transforming the future with you in mind |
| **Truthful** - Honest and clear in all we do |
| **Good Value** - Delivering outstanding services, smartly & economically |
| **United** - Whoever we work with, we work as one team |

**Key Responsibilities:**

1. To lead on Project Management of corporate change projects using the Council’s Project Management Framework including but not limited to:
   * defining scope and deliverables
   * leading implementation
   * project planning
   * co-ordination and management of resources working on the project
   * capturing benefits
   * identifying and managing risks
   * managing project budget
   * escalating and resolving issue
   * reporting on progress
2. Deliver projects to agreed parameters of timescale, budget and quality. Being responsible for project deadlines, costs and outcomes including managing any procurements required to deliver project outcomes.
3. To carry out business analytical services to identify, instigate and carry out business and process improvement within service areas across the organisation to bring about business change, efficiency, digital by default and streamlined services. This will use a variety of techniques associated with business improvement related projects including process mapping and identifying waste, added value and improving customer experience.
4. Carry out research and understanding into the delivery of business improvements, across multiple subject matters, depending on the project type being undertaken.
5. Collaborate and lead the services and teams involved in the change, to fully identify best solutions, challenge working practices, and lead services to implement better processes and digital service delivery, this will include managing expectations and influencing the need for change at all levels of the organisation.
6. To implement change management techniques as part of project delivery, ensuring all services and team members are part of the change and have full understanding and buy-in to the end goal.
7. Capturing the impact, outcome and benefits of business improvement projects and other initiatives from all aspects of change to understand the impact and assess benefits and contribution to the Strategic Plan aims and objectives.
8. Liaise with stakeholders both internally and externally including members and officers at all levels of the organisation and external suppliers or account managers on behalf of the authority.
9. To undertake training and personal development as necessary.
10. To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.
11. To promote and adhere to the workplace values of our organisation.

**Line Manager: Solutions Programme Manager**

**Responsible for: N/A** (no direct reports, however responsible for managing people at all levels of the organisation as part of project delivery)

**Political Restriction:**

This post is not politically restricted.

Note: This is a description of the job as it is constituted at April 2022 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person Specification**

|  | **Essential** | **Desirable** |
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| **Knowledge and Experience** | (Band 7)   * Experience of delivering high profile projects, particularly those that include digital transformation as part of the solution * Knowledge of Performance Improvement techniques and experience of delivering business improvement in a multi disciplined organisation * High level of competence in Office 365 environment * Proven ability to scope, lead and implement large projects * Experience of delivering change within complex organisations with regulatory or statutory functions. * Experience of analysing data to recommend and drive forward evidence-based initiatives * Experience of working to deadlines and targets including prioritising workloads | (Career grading)   * Experience of Lean Systems Thinking or delivering change using other recognised business improvement techniques * Proven ability to scope, lead and implement projects with multiple complex workstreams * Knowledge and experience of Change Management techniques in complex organisations |
| **Skills and Abilities:** | (Band 7)   * Proven skills in digital project delivery * Ability to independently plan and implement work which crosses service and organisational boundaries * Excellent organisational skills * Excellent positive communication and interpersonal skills and the ability to work constructively with colleagues at all levels * Ability to effectively motivate a project team * Ability to use and act on initiative * Critical analysis skills, problem solving and logical decision making * Ability to challenge and improve current working practices to transform the way we work * A positive approach to change * Excellent IT skills with an advanced level of ability in using technology * Good level of numeracy and literacy * Accuracy and attention to detail * Diplomacy, tact and negotiation skills | (Career Grading)   * Managing multiple projects and resources across different streams of work * Ability to confidently lead on business improvement projects, working with senior stakeholders across the organisation to deliver change * Ability to independently lead a project or programme to deliver to the aims and objectives of the strategic plan and other strategic objectives * Demonstrable Change Management skills to be able to move an organisation from one place to another, achieving all established objectives. |
| **Education and Training**  **(including on-the-job training)** | (Band 7)   * 4 GCSE’s including English and Maths (or equivalent) * Project Management qualification / training * At least three years proven experience in working in a project management related role * Proven experience / training in process improvement techniques | (Career Grading)   * Degree in related field * PRINCE2 or Agile PM qualification * Business/process improvement related qualification such as Lean Systems Thinking * At least ten years proven experience of managing high profile projects and/or undertaking successful business improvement initiatives at a high level |
| **Other Requirements:** | * A commitment to own development and to supporting training and development initiatives * To promote and adhere to the workplace values of our organisations * Working in an agile environment, blending home-working with occasional required attendance at council HQs either in Lowestoft or Melton for meetings and collaborative work * Attend meetings as required by your manager with a flexible approach to working hours * Ensuring that data which is input, stored, retrieved or otherwise managed is of the highest quality and meets the Council’s Data Quality policy and any other relevant guidance * Infrequent Travel - This organisation positively encourages the use of technology to communicate and engage, but on occasions, there may be a requirement for you to travel using reasonable and suitable means available to you and agreed by the authority | |