

## **JOB DESCRIPTION**

<b>Post:</b>	Project Manager
<b>Location:</b>	Norfolk
<b>Reporting to:</b>	Managing Director
<b>Responsible for:</b>	N/A
<b>Contract type:</b>	Fixed Term until March 2023

### **Role Purpose:**

This post offers an excellent opportunity to provide leadership and structure to our transformation project, supporting our vision ***"To be the social care provider of choice"*** in Norfolk and our mission ***"To empower individuals, their families and carers, to live the lives they choose and remain independent."***

The post holder will be responsible for the overall management and delivery of the transformation project which is made up of several workstreams. This will require effective governance, delivery of project outputs to time and budget and ensuring outputs across operational teams and departments are aligned with agreed strategy.

### Transactional Workstreams;

- Block contract to Dynamic Purchasing Frameworks
- Organisational Redesign
- VAT Group Structure
- Quality Improvement Plan
- Data and Systems

### Transformational Workstreams;

- Norwich Business Hub (move to new Head Office)
- Capital Expenditure Programme
- Two Service Pilots
- Replacement Care Review

### **Key responsibilities**

- To engage with the Senior Leadership Team (SLT) to fully scope the transformation project, identify all workstreams and workstream leads (both IM and NCC), establish delivery timelines, key milestone dates and costs and present the overarching and detailed project plan to SLT and IM Board for approval.
- To support all workstream leads to identify and scope accurate and detailed workstream tasks, interdependencies, and risk factors to create and agree a clear implementation timeline and critical path.
- To ensure the project plan is constantly reviewed and changes to workstream activities or scope reflected in real time identifying any potential impact upon the critical path.
- To ensure that a robust project management approach is in place to progress and successfully deliver the outcomes on time.
- To support the Finance Business Partner (workstream lead) to successfully complete the in-progress Norwich Business Hub workstream.
- To support the CAPEX workstream lead to successfully complete the Capital Expenditure workstream.

# Independence Matters

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- To support workstream leads in the delivery of their workstreams and collect evidential data that demonstrates the successful achievement of the required post transformation benefits and KPI's.
- Monitor progress and chase workstream leads if necessary, to ensure the project remains on track.
- Produce robust monthly progress reports for the Senior Leadership Team Transformation Board, Company Board, and joint Transformation Board with Norfolk County Council, plus others as required.
- To create a clear plan of transition to ensure the ongoing outcomes of the project are embedded within business as usual.
- To develop, manage and maintain project controls to ensure robust project governance, including, but not limited to, the production of standardised documents, reports, and risk registers.
- To provide mentorship to workstream leads with an interest in adopting project management approaches to their work.
- To lead on all associated internal and external communications as required.
- To develop good working relationships with operational teams and functional leads.
- To facilitate group discussions, encourage participation and collaborative working across workstreams.

## **QUALIFICATIONS:**

- Degree level or Higher Education equivalent
- Project Management qualification would be advantageous

## **KNOWLEDGE AND EXPERIENCE:**

- Relevant experience of project management with multiple workstreams with accountability for successful delivery on time and to budget.
- Proven experience and knowledge of Project Management principles.
- Experience of successfully supporting workstream leads with minimal project management experience in the use of recognized project management methodology and toolsets.
- Effective project performance management skills and experience, including monitoring of delivery to timescales and use of performance monitoring dashboards.
- Strong stakeholder engagement and effective communication.
- Evidence of people management and mentoring.
- Empowering and inspiring others to deliver successful outcomes.
- Managing the integration of workstream outcomes into business-as-usual.
- Risk management – anticipation and mitigation.
- Evidence of continuing professional development.
- Experience of delivering training to others.
- Experience of leading and facilitating workshops.
- Numerical and financial management skills; understanding of budget management or cost improvement programme.

# Independence Matters

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## **SKILLS AND ABILITY:**

- Highly developed interpersonal, communication (written and oral), persuasive and facilitation skills
- Well-developed political awareness, influencing, negotiation and conflict resolution skills
- Ability to identify, develop, nurture, and promote innovative approaches to service transformation
- Well-developed delegation, people, and workload management skills
- Ability to develop an inclusive, team-based approach to problem solving and decision-making
- Demonstrate willingness and ability to challenge existing practice
- Ability to work effectively in multi-disciplinary environments
- Highly developed, negotiating and influencing skills, overcoming barriers to understanding and acceptance, and reaching agreements
- Advanced ability to interpret and analyse complex acts or situation
- Advanced IT skills

## **PERSONAL QUALITIES:**

- Demonstrate drive and energy
- A team player, able to successfully link strategy and operations
- Able to work with and through ambiguity
- Passionate about transforming people's lives
- Commitment to personal, employee and company development
- Self-confident and emotionally resilient
- Flexible and enthusiastic
- Able to work both autonomously and as part of a team.
- The ability to travel, in line with business need, to IM locations
- Clean driving licence