

Job Profile

Position Details	
Post	Capital Commitment Project Manager
Service Area	AD SSC (Shared Service Centre) / SSC Finance / Corporate Debt
Reports to	Head of Corporate Debt
Grade	PO5
Job Family	To be completed by HR

Role Purpose
<ul style="list-style-type: none">• To undertake the role of Project Manager as part of the Capital Commitment Project that will be funded through the Transformation Programme. As part of a dedicated team, the post holder will be responsible for the successful delivery of significant, often complex, project milestones that will help deliver the outcomes detailed in the Council's Capital Commitment Project Brief.• Working closely with the Head of Corporate Debt and the Head of Housing Benefits, the post holder will lead the Capital Commitment Project and be responsible for the day-to-day management of all project activity to ensure successful delivery.• Demonstrate an empathetic and holistic approach to Project Management due to the vulnerability of the Haringey Housing Benefit & Social Care client base.• Understand and comply with council Housing Benefit/Debt policies and other relevant legislation• Provide advice & guidance to Key Stakeholders as a Subject Matter Expert (SME) within Housing Benefit Assessment and Debt Management

Main Responsibilities
<p>The post holder will be required to support the successful delivery of the Capital Commitment project, reporting directly to the Head of Corporate Debt. The main tasks and activities are set out below; the post holder will be required to seek approval at various points throughout the project:</p> <p>Setting up a project</p> <ol style="list-style-type: none">1. Create documentation to support and manage the project, including Communications and Engagement Plans; logs for issues, risks and lesson learned.2. Create a plan, which identifies the tasks and activities needed, which includes duration, leads, dependencies and identifies the key milestones. <p>Defining a project</p> <ol style="list-style-type: none">1. Prepare, refine and update the business case that justify the project in terms of benefits, costs and risks as required throughout the project.2. Refine and update the project plan to build a detailed schedule, which sequences tasks and activities to optimise delivery, minimise bottlenecks and address conflicts, demands and delays. Secure the resources needed to deliver the project through the appropriate processes and procedures as directed by the Head of Corporate Debt.3. Conduct research on options and solutions, gathering evidence/information, which justifies chosen approach, ensuring Key Stakeholders are informed.4. Working with stakeholders, particularly the service areas and service users, to define the outputs the project will deliver and benefits they will be provide. Once defined the benefits should be

documented and owners identified if the benefit is to be realised after the project has closed.

5. Determine and seek agreement of Project success measures in conjunction with Head of Corporate Debt.
6. Set up files to ensure that all project documentation is appropriately stored and is secure.
7. Define quality standards for tasks and activities for the Capital Commitment project team.
8. Create a budget profile for the project, which clearly sets out funding requirements and forecasts spending.
9. Establish project governance, including scheduling meetings; drafting terms of reference for the Board; briefing Board Members on their roles and responsibilities and ensure the arrangements are aligned with the Council overall approach.

Delivering a project

1. Manage the project as agreed and in line with the detailed project plan, identifying and resolving issues in a timely manner
2. Review the quality of the work completed by the project team and others to ensure that it meets the project quality standards.
3. Monitor the progress of the project and manage the tasks and activities on a day to day basis to ensure the successful completion of the project
4. Provide Project Highlight Reports and other briefings or updates as requested by the Head of Corporate Debt
5. Provide updates and liaise closing with the Head of Corporate Debt to ensure they remain informed about key issues, risks and progress.
6. Manage change to any aspect of the project, particularly the scope, resources and budgets ensuring the impact of the changes is assessed and documented and the appropriate approvals are obtained.

Closing and handing over a project

1. Ensure the effective handover and integration of all project outputs to the Business as Usual (BAU) service area.
2. Evaluate the success of the project based on the success measure defined when setting up and defining of the project.
3. Review and document the outputs that have been delivered and benefits that have been realised
4. Document benefits to be realised after the project is closed, when they are expected to begin to be realised and who is responsible for ensuring delivery, monitoring and reporting progress.
5. Writing a Project Closure and Handover report which captures the above; any outstanding tasks and activities along with who is responsible each; brings together the lessons learned from the project and seek approval for closure of the project.

In addition to the duties and responsibilities detailed above:

1. Manage staff directly as part of a project team or as part of a matrix management approach where staff members will have different line management depending on the tasks and duties undertaken.
2. Empower and inspire others to deliver the successful outcome of the Capital Commitment project
3. Play a key role in embedding and developing the maturing of the Council's Project Management approach.
4. Provide support to Project Team Leader, whilst managing the Capital Commitment Project and mentor less experienced Project staff.
5. Identify tension and conflict between individual groups and take steps to find a resolution.
6. Contribute to the strategic direction of the Corporate Plan and the Council's Transformation

Programme.

7. Be recognised as a Subject Matter Expert (SME) within Housing Benefit Overpayments by other senior professionals and is called on by others for advice, support and guidance.
8. Can critically evaluate, adapt or develop new theories and/or methods if required and educate others

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.
5. Accept that the Council operates in a continuously changing environment and actively seek out how services can be improved.
6. To understand and demonstrate the Council's values in all aspects of your work & seek to co-operate with others to achieve shared goals

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<ul style="list-style-type: none"> Experience of managing projects in a public sector environment, including drafting business cases, project briefs and other project documentation. 	E
<ul style="list-style-type: none"> Experience of planning project activities, estimating resource needs and monitor progress against the plan. 	E
<ul style="list-style-type: none"> Housing Benefit Overpayment/Social Care Subject Matter Expert (SME) 	E
<ul style="list-style-type: none"> Excellent recent working experience of Housing Benefit and Council Tax Reduction regulations 	E
<ul style="list-style-type: none"> Current experience in the use of Northgate Housing Benefits IT 	D
<ul style="list-style-type: none"> Experience of managing Project Budgets in a public sector environment 	E
<ul style="list-style-type: none"> Educated to Degree Level, or proven 3+ year managerial experience within Housing Benefit Overpayment, including management experience in recovering delinquent accounts from customers [individuals and public / private organisations] within a Housing Benefit Overpayment/Social Care field. 	E
<ul style="list-style-type: none"> Experience of working effectively with a wide range of multi-disciplinary teams, senior managers and partner organisations. 	D
<ul style="list-style-type: none"> A recognised qualification in Project Management, such as APMP, Prince 2, Agile etc 	E
<ul style="list-style-type: none"> Experience of using Microsoft packages including Word, Excel, PowerPoint, Outlook and Project planning tools to a good standard. 	E
<ul style="list-style-type: none"> Practiced knowledge of Project Management Processes 	E
<ul style="list-style-type: none"> Team player who demonstrates the ability to build strong working relationships with all components of the Shared Service Centre, to ensure prompt resolution of all Capital Commitment Project queries 	D
<ul style="list-style-type: none"> A good understanding of Council wide debtor areas i.e Council Tax, NNDR, Social Care, Council Rents, Commercial Rents, Leaseholder services etc. 	E
<ul style="list-style-type: none"> Ability to take initiative within given parameters to deliver required results 	E
<ul style="list-style-type: none"> Experience in Project Reporting (updating Dashboards, RAID logs) 	E
<ul style="list-style-type: none"> High level of numeracy and the ability to manipulate, analyse and present large quantities of data 	E
<ul style="list-style-type: none"> Ability to maintain confidentiality 	E
<ul style="list-style-type: none"> Excellent written and verbal communication skills 	E
<ul style="list-style-type: none"> Ability to balance workload, meet deadlines and achieve performance targets by overcoming time constraints 	E
<ul style="list-style-type: none"> Experience of delivering improvements within the customer journey 	E

Main Contacts & Other Information
<p><u>Main Contacts:</u> David Morris (Head of Corporate Debt) 02084895864 Amelia Hadjimichael (Head of Housing Benefit) 02084895988</p> <p><u>Other Information:</u> This position requires the post holder to undergo a DBS (Disclosure and Barring Service) check.</p>

Organisational Structure
Please provide organisation structure chart.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
		x		
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	YES	13%	Use of a computer.	YES	40%
Audio typing.	YES	2%	Crisis or conflict situations.	YES	45%
Walking more than a mile.	NO		Manual handling.	NO	
Working alone or in isolation.	NO		Working in confined spaces.	NO	
Driving a car, van or minibus.	NO		Preparing or serving food.	NO	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	NO		Working in awkward positions, e.g. stooping, bending, reaching.	NO	
Exposure to substances hazardous to health,	NO		Operating heavy or hazardous machinery	NO	

including lead, asbestos or radioactive substances.			including forklifts, diggers or cranes.		
Regular and repetitive movements.	NO		Working shifts / unsocial hours, nights.	NO	
Outdoor work involving uneven surfaces.	NO		Standing or sitting for prolonged periods.	NO	
Working shifts / unsocial hours / nights.	NO		Working at heights / on ladders, roof work.	NO	
Teaching, or responsibility for, children.	NO		Outdoor work involving extremes of temperature.	NO	
Electrical hazards.	NO		Control and restraint.	NO	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
Council Laptop & Headset
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
Cheque payment only, on a daily basis, average payment can range anywhere from £10 - £150K
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
YES The post holder will have access to multi ERP managed systems throughout Haringey Council ie SAP, Northgate, Mosaic etc. The role of the Project Manager will be to obtain information from these systems, update notes where required and also make financial amendments
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No