

Hertfordshire County Council Job Outline



JOB TITLE: Project Manager, Complex Needs
GRADE: M1
REPORTS TO: Development Manager
TEAM: Strategic Partnerships Team
DEPARTMENT: Adult Care Services

Purpose of the Job

The work of the Strategic Partnerships Team (SPT) centres on working with a range of internal and external partners to deliver both Hertfordshire's Domestic Abuse Strategy and the Hertfordshire Supporting Adults with Complex Needs Strategy.

This multi-agency approach to tackling domestic abuse and supporting adults with complex needs and homelessness involves: working in partnership with other key agencies, undertaking research to understand the experiences and needs of those affected, commissioning services, securing central government funding to increase support for marginalised groups and raising awareness across the Council and other partner agencies to ensure the right response for anyone affected.

Working with the Development Manager, this role will manage the delivery of specific projects, or support the delivery of elements within a larger programme of work, with a focus on improving processes, systems and services designed to support homeless adults with complex needs. This includes supporting the evaluation process and ensuring there are strong business cases, robust governance and controls in place.

Main Areas of Responsibility

- To lead and manage the project
- Develop project and business plans
- To deliver outcomes as identified
- To regularly report and be accountable to project group
- To deliver evaluation of the project
- To collaborate with a number of internal and external partners
- To participate in and implement learning from the NDTi program "Small Supports."

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Project Manager

The tables below detail the competencies, qualifications and experience required.

Competencies required of an individual working to the top of level	
Indicators:	
<ul style="list-style-type: none"> • Communicates with conviction, adopts an adversarial style where appropriate • Champions the change process • Acts as a model with cross teamwork within Resources. Strives to achieve results for HCC as a whole • Demonstrates depth with breadth of technical knowledge across a range of project management/business improvement areas • Demonstrates high energy and a visible commitment to getting results • Sets goals for moving Project Management and Business Improvement forward and develops standards of best practice. 	

Grade M1	Skills required to achieve the grade
Qualifications	<ul style="list-style-type: none"> • Degree or equivalent work experience • Prince 2 Foundation (desirable)
Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Experience of persuading and negotiating with senior managers to deliver outcomes • Experience of partnership work with internal and external partners
Team Supervision	<ul style="list-style-type: none"> • Experience of motivating and supervising colleagues
Project Management/ Business Improvement Knowledge	<ul style="list-style-type: none"> • Demonstrate in-depth understanding of project management and business process improvement principles • Understand the elements required to develop a sound business case for action
Presentation Skills	<ul style="list-style-type: none"> • Experience of presenting a case orally and in writing to influence and persuade • Develop and/or deliver training to other managers (incl Senior) where appropriate
Analytical Skills	<ul style="list-style-type: none"> • Experience of providing innovative and effective solutions in problem cases • Develop and implement new processes and

	procedures to deliver efficiencies /service improvement
Financial/Business Awareness	<ul style="list-style-type: none"> • Experience of preparing detailed business cases to support proposed projects in local authority or NHS environment • Experience of preparing benefit realisation plans

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).