

Job Profile

Job Title: Project Manager – Digital Inclusion

Job Grade: Level 4 Zone 2

Salary Range: **£45,042 - £51,870**

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Delivery team at Camden is not just a department within Digital and Data Services. We are the people that enable teams to collaborate and achieve more than the sum of our parts. Laying the foundation on all work to succeed and give teammates the confidence to take responsibility & freedom to make decisions. We provide a framework and culture of openness that allows us to deliver work of purpose and performance against our values.

Delivery is responsible for the end-to-end lifecycle of the project and the collaboration of internal and external project teams. Creating transparent, on-going, relations with the Directorates to ensure trust in our expertise to deliver what is right for their business and end users.

About the role

We're looking for a project manager to lead our organisations initiative to enable accounts and device access to 750 frontline staff members who do not currently have access to digital systems. You'll be responsible for leading a project that will need to actively engage with staff members directly, their managers and department heads to define how best to achieve the goal of connecting them digitally to the wider organisation. Dealing with both the technical requirements and the cultural and behavioural requirements to be successful.

You'll take responsibility for the definition, engagement, documentation, stakeholder management, change management and safe execution of medium-scale and large-scale projects, actively participating in all phases of the project. They will also identify specific measures and mechanisms by which benefits can be delivered and monitored; and put in place plans to activate these mechanisms at the required time. Working with a multidisciplinary team within our Technology Adoption and Service Delivery departments.

This project manager will lead a team which will include a digital change and training specialist and in-house device setup and support analyst, with other key departments such as Information Security and Infrastructure also contributing.

About you

- Highly motivated, collaborative, and entrepreneurial problem solver.
- Strong ethos to deliver innovative solutions that have the Councils and Residents needs at the heart.
- Excellent verbal and written communication.
- Ability to communicate with authority, with good negotiation and influencing skills.
- Understanding of processes, workflows, tools, and methodologies.
- Experience of managing multi-discipline teams including elements of: Strategy, UX, Design, Technology and QA.
- Experience building influential relationships with internal and external users, suppliers and partners at senior management level.
- Knowledge and best practice approach for project management.
 - Knowledge of and ability to use a range of Agile and Lean tools and techniques.
 - Understanding of agile delivery principles, practices and methods.
- Experience being solely responsible for a range of projects with multiple stakeholders.
- Experience of customer experience, data science and emerging technology.
- Knowledge of modern technology, including cloud technology, architecture, agile delivery methods and software practices.

Technical knowledge and experience

- Bachelor's degree in Computer Science, Information Technology or equivalent experience in the industry
- 3+ years of experience in technical project management with a proven track record of delivering complex projects on time and within budget.
- Strong understanding of device management tools such as SCCM, Endpoint Manager and Azure
- Familiar with understanding cloud-based products and services supplied to the organisation by external suppliers. Examples: M365, Booking Systems, Fax Integration etc.
- Familiar with IT service and change management concepts and principles such as PROSCI, ADKAR, ITIL and/or ITSM
- Excellent communication, leadership, and interpersonal skills, with the ability to influence and motivate cross-functional teams.
- Solid understanding of project management methodologies, tools, and processes.
- Strong analytical, problem-solving, and decision-making skills.
- Proficient in methods and techniques for preparing and presenting business cases, requests for proposals, invitations to tender and statements of requirements / work both orally and in writing.
- Familiarity with relevant regulatory requirements and standards such as GDPR.
- Ability to work independently, prioritize tasks, and manage multiple projects simultaneously

Relationships:

- Act as the spokesperson for your project team that you work within; clearly communicate with stakeholders about the progress of the team.
- Manage external technology and delivery partners; be responsible for negotiation of contracts.
- Manage cross-functional project teams throughout the full project lifecycle, ensuring a strong project team culture through collaboration and communication.

Main Duties:

Strategic

- Gathering accurate requirements for scoping at project outset from relevant stakeholders, understanding and prioritising requirements.
- Identify specific measures and mechanisms by which benefits can be delivered and monitored and put in place plans to activate these mechanisms at the required time. Recognise issues that may help or hinder the change and works with others to tackle them.
- Monitor outcomes against what was predicted in the business case and ensure that all participants are informed and involved throughout the change and fully prepared to exploit the new operational business environment.
- Work closely with operational architects to ensure that the system / service design will provide operational cost effectiveness, as well as the performance / service levels to allow the business to make the most productive use of it.
- Carry out business impact assessments, to determine how changes from the current to the future processes and structures will affect business units and roles.
- Determine the readiness levels of business users regarding upcoming changes; uncover readiness gaps and create and implement action plans to close the gaps prior to go-live.

Delivery

- Working with leads to accurately compile an estimate for an agreed scope of work, planning and defining projects for validation with team.
- Have an excellent understanding of and take responsibility for the definition, documentation, and safe execution of small to medium-scale projects, engaging with stakeholders and actively participating in all phases of the project.
- Identify, assess, and manage risks and issues which could affect the success of the project.
- Ensure that realistic project and quality plans are prepared and maintained and track all activities against the plan, providing regular and accurate reports to stakeholders, as appropriate.
- Identify what works best for the team and when to use certain processes & methodologies.
- Ensure projects meet business needs and are delivered within the agreed scope, while managing scope creep accordingly.

Leadership

- Provide effective leadership to the project team ensuring that team members are motivated and develop their skills and experience.
- Communicate effectively across organisational, technical and political boundaries, understanding the context.
- Make complex and technical information and language simple and accessible for non-technical audiences.
- Advocate on behalf of the project team, communicate to stakeholders and to create trust and authenticity.

- Ensure that the team is transparent and that the work is understood externally to the Digital and Data Services Division and help teams maintain a focus on delivery.
- Be the main escalation point for areas of conflict or disagreement within your project teams; reach negotiation where people want different things; know where to compromise; ensure the team works as a single unit.

Commercial

- Effectively estimate costs, timescales and resource requirements for the successful delivery of project(s), monitor costs, timescales and resources used and take action where these deviate from agreed tolerances.
- Maintain effective budget management within the constraints of a project, while monitoring projected budgets against expenditure.
- Take responsibility for budgeting, estimating, planning and objective setting for the projects you are involved with.
- Take a consistent and ongoing approach to planning, forecasting, estimating, managing uncertainty, metrics and measurements, contingency planning and road mapping.

People management responsibilities

- Matrix management responsibilities for a Digital Engagement and Skills Officer and Device Support Analyst.

Relationships

- This post reports to the Change and Delivery Lead in Technology Adoption.
- You will work across the Technology Adoption Team, working closely with the team to coordinate activity.
- Liaise with wider systems development staff or software suppliers on the development of system enhancements
- Key internal relationships that will need development include, but are not limited to - User Experience, User Access, IT Service Desk.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,