I have been a product owner and a digital project manager for Camden Council with proven success of delivering projects on time and within budget to meet challenging objectives. I have also managed projects where time and cost was at risk and as a result, I have learned lessons and refined my skills in project management.

I am a firm believer that customer requirements should drive the technical delivery. Whilst working on a project for regulatory services, it was determined early on that we would use Flare rather than Licence Flo. This decision was service led with no thorough analysis or clear customer benefits. As a result, there was an impact on the time and cost of the project. In spite of the challenge, I adapted to the requirements, maintained enthusiasm within the project team and streamlined ambitious requirements to maintain cost.

There are clear financial benefits finding technical resources from an external supplier but I am also aware of the potential logistical risk especially around communication. I have been fortunate to work with external suppliers on various occasions and I believe that my project management skills are well equipped to manage this working environment. Whilst working with Arrk, a foreign-based IT company, I managed communication, prioritisation of work, resources and progress reports. I also ensured that questions or issues were resolved in a timely manner.

Previously, I have managed to conceptualise and define requirements for online repairs, PPP inbox, Licensing, Noise and the single view of the customer. This also included the facilitation of workshops with key stakeholders, weekly scrum meetings with developers to ensure complete interpretation of customer and service needs and deployment plans to ensure successful implementation. I designed road maps and project scope with key milestone dates to appease the CAP board and to maintain standards for all members of the project team to adhere to.

This was evidently critical whilst working on online repairs as we established the complexity of the objective therefore due to the small time frame, I had to manage expectations of release dates, enforce the need for multiple iterations and ensure positive results for delivery. Online Repairs is currently a first of its kind within local authority enabling residents and leaseholders to interact directly with contractors in a digital, modern and streamlined manner.

Research and information has proved to be a vital objective when assessing a projects capability and this was never more necessary for me personally, than when I contributed towards the development of the business case for the last phase of the customer access programme.

An example of this was when analysing the customer improvements and savings that could be made from the self-service project. I spent weeks call listening, system testing, analysing system data, process mapping “to-be’s”, engaging customers and negotiating with impacted stakeholders to identify an opportunity to make major improvements and identifying service needs. I believe this demonstrates driving improvement and finding better ways.

Having worked on the CAP and MTFS work streams, and having worked with ICT to understand the proposals for potential changes, I believe that I have become fully accustomed to the ICT infrastructure and technologies to support frontline services. I have gained an in depth knowledge of the applications used within the organisation for customer service delivery and reporting and I’m aware of the change that will be required to improve the customer experience on our council website. Our community is constantly changing and I understand what is happening and I have adapted my approach to meet our customer’s needs.

I will always investigate and present facts, options and recommendations to ensure decisions can be made. It is often the case that the same information will need to be tailored to the audience. For instance when demonstrating the value of the single view of the customer to the programme sponsor there was extra detail, an ambitious layer added, showing what can be achieved, and the risks posed. This was then altered for the benefit of the director to highlight key milestones reached and the high-level benefits of this project. This enables enthusiasm from all levels.

Finally, I have managed risks and issues on multiple projects and utilise escalation routes where necessary. I maintain articulate documentation on all aspects of a project and promote transparency to ensure nothing gets lost.

If given the role I would deliver a website that will be intuitive and personalised so that people can find information quickly and easily that is relevant to them. Interacting online will be a positive 24/7 experience.

Thank you for your consideration.