

**GMCA Digital Project Manager**

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| **Job Title:** | Change Manager (Digital) | **Date:** | 6 March 2019 |
| **Reporting Line:** | Smart Resident Programme Director | **Job Level:** | GMCA Grade 9 ( £40,760 - £44,632) |
| **Team:** | GMCA Digital | **Department:** | Deputy Chief Executive |

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| JOB PURPOSE |
| **GMCA Digital:**  GMCA Digital is the digital arm of the Greater Manchester Combined Authority (GMCA). GMCA Digital supports GM’s wider vision to be a leading example of efficient integrated public services. Its job is to enable appropriate and more impactful proportional information sharing across all 1000 public bodies in Great Manchester.  GMCA Digital promotes innovation in technology and data sharing to break down information sharing barriers to improve public sector delivery. Doing this will enable improved and more efficient services, improved outcomes for GM and residents, and contribute to the achievement of public service savings.  **Smart Resident Platform and Early Years Digitisation:**  The Smart Resident Platform is a set of technical components that will facilitate the sharing of data across systems, professionals and organisations in Greater Manchester. The Smart Resident Platform Programme is responsible for ensuring that this technology, and the data sharing facilitated by the technology, support the priorities defined within the Greater Manchester Strategy, ‘Our People, Our Place’. The first use case that will benefit from the capabilities provided by the Smart Resident Platform is the digitisation of early years services in Greater Manchester.  Greater Manchester has an agreed Early Years 8 Stage Delivery Model. The model is a model of assessment undertaken by a number of different professionals (across health and education settings) and at different stages in a Child’s life from pre-birth to 5 years. GMCA Digital is working with early adopter localities to digitise this model.  The Operational Change Lead will provide senior level leadership of the change required to deliver the Smart Resident Programme. The post holder will lead on the development and delivery of high quality, operational-focused services that support the successful delivery of the Smart Resident Programme with a particular focus on Early Years Digitisation in the first instance. The post is funded through Smart Resident Programme for a period of two years.  The post holder will be instrumental in ensuring the success of the Smart Resident work through setting and achieving programme operational and strategic objectives and will play a key role in enabling and delivering service transformation across locality operations. Strong stakeholder communication and delivery skills are essential.  The role is fundamental to ensuring that recognised change leadership methodologies are followed to maximise user benefit and safety, staff usability and satisfaction, service reliability, and potentially financial benefits. This will be achieved through every project being carefully managed and documented from concept design through to deployment.  The role is required to up-skill GMCA and partner organization employees for continuous improvement opportunities to blossom post the primary Smart Resident engagement.  The role holder will work to promote a positive culture and a holistic approach that embodies the ambitions of the GMCA. |

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| **KEY RELATIONSHIPS** |
| * Work with key stakeholders and strategic partners at local and GM levels including: * Colleagues in the GMCA * Colleagues in Greater Manchester’s wider public sector * Staff in related GM bodies such as MIDAS, Manchester Solutions, Marketing Manchester, the Manchester Growth Company, Universities * Residents and resident groups * Relevant government departments and national agencies. |

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| **KEY RESPONSIBILITIES** |
| * Establish, modify and embed recognised change processes to all stakeholders. * Use persuasion and negotiation skills to engage key stakeholders with complex and/or sensitive service changes in relation to process and/or service re-design, and overcome resistance to change from staff (technical and non-technical) at all levels of the organisation. * Communicate, in the most appropriate manner, technical and non-technical information, and sensitive issues to internal and external stakeholders, and suppliers. * Ensure effective communication of business change plans and drive stakeholders to benefits agreement. * Lead multiple workstreams under the direction of the Programme Manager, ensuring projects are supported and delivered in-line with the agreed scope and timescales, delivering the functionality and benefits identified. * Develop best practice methodologies and approaches for the proposed change, resolving complex problems and dealing with unanticipated issues, escalating to the Programme Director where necessary. * Communicate sensitive information about project delivery to the Smart Resident Programme Board and other key stakeholders as required. * Provide advice to a variety of stakeholders with regards to implementing new practice and report on the progress and effectiveness of the change. * Identify the training and development needs of all stakeholders and participate in the planning, implementation and evaluation of education programmes. * Lead groups of staff at all levels within the organisation, ensuring they are engaged in activities to identify, define, design, build, test, and deploy with a view to ensuring initiatives are efficient, effective and measurable and contribute to delivering an improved quality service. * Understand, document and manage the needs and opinions of a wide range of stakeholders in relation to business change, including production of new standard operating procedures (SOP) and processes. * Develop procedures to ensure that new systems and service changes are stable, maintainable, meet usability criteria, provide accurate information and meet the required specification. * Manage own work load and supervise support staff in order to meet defined objectives, guided by general principles, policies and regulations. Be flexible with the ability to alter activities and priorities as the need arises. * Provide regular progress reports to the Programme Director and Programme Manager and ensure risks and issues are escalated in a timely manner. * Personal commitment to continuous self-development and service improvement. * Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications. * Working in compliance with the policies and procedures of the GMCA. |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| * **Change Management:** Extensive expertise of delivering relevant complex technically enabled change programmes, within a structured methodology, to challenging timelines, balancing conflicting project priorities to ensure the delivery of successful outcomes. Ability to control change across numerous projects simultaneously to budget and deadline, whilst maintaining excellent quality control and working with a wide range of partners. * **Benefits Management:** Thorough understanding of benefits management principles, with supporting delivery evidence of benefit qualification and realisation. * **Strategic Thinking:** Evidence of thinking cross-functionally and cross-organisationally, beyond one’s own professional areas of specialism is important as is the ability to conceptualise new, collaborative ways of achieving shared goals. * **Communication Skills:** Well developed influencing and persuasive skills and ability to offer a persuasive argument both with internal and external stakeholders in order to achieve key milestones whilst retaining a positive attitude and relationship. Proven ability in managing relationships with project stakeholders at all levels of seniority through effective communication. * **Strategic Planning:** The ability to turn strategic ideas and objectives into practical, well organised plans with a focus on results, standards and objectives on time to quality, within budget and to reprioritise, plan and organise own and others’ work effectively to ensure these are met. * **People Management:** Effective development, management and staff motivation, providing strong leadership and direction to the team. Proven ability to secure and direct resources to fulfil work requirements over a wide area of service. * **Financial Management:** Excellent financial planning skills to develop short, medium and long term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity. |
| **Experience/Qualifications/Training, etc.**   * Educated to at least degree level, or demonstration of significant experience and a relevant qualification to the duties of the post. * Proven experience of successfully managing and delivering a wide range of complex and high profile change programmes within a diverse workload to a structured project management process such as PRINCE 2 or equivalent. * Equivalent of “Managing Successful Programmes” (MSP) an advantage. * Demonstrate skills in business analysis, process change, requirements definition, and alternate service delivery models. * Independent programme assurance and compliance experience. * Experience of working effectively in a political environment, working with elected members, and in cooperation with public sector, third sector and private sector partners and stakeholders. * Ensuring high professional standards are maintained and compliance with appropriate procedures and statutory requirements. * Ability to understand financial and legal/contractual information and to develop innovative strategies to maximise service provision within tight financial limits, and to maximise funding available. * Evidence of success in establishing effective performance measures and a performance culture that has achieved significant outcomes for citizens |

**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background