

## Job Description

# Senior Project Manager (BEST Programme)

Reference: Z335

Date: September 2025

Level:	3
Band:	11
Career Track:	Technical, Professional & Supervisory AND Management

## Job Purpose

To lead and manage quality improvement projects from initiation through to delivery, supporting the Programme Manager in implementing the Council's strategic transformation workplan. The role focuses on service review and continuous improvement, with primary responsibility for managing projects or components of projects internally to enhance Council operations.

## Service Purpose

Northumberland County Council's BEST programme is a strategic initiative focused on improving the council's efficiency and sustainability, ultimately enhancing services for residents. This council-wide programme transforms service delivery to better meet resident needs and improve their experience by modernising operations, enhancing digital services, and empowering communities to access support more effectively. The aim is a more efficient and responsive council.

## Duties and Responsibilities

- **Plan and deliver projects:** Ensure all transformation and quality improvement projects meet legal, regulatory, and governance requirements.
- **Build stakeholder relationships:** Develop effective and constructive relationships with senior officers, leaders, partners, and external organisations to support transformation delivery.
- **Deliver strategic transformation work-plan:** Lead and implement activities aligned with the Council's transformation objectives and priorities.
- **Monitor service standards and effectiveness:** Establish and oversee mechanisms to ensure high standards and continuous improvement across relevant services.
- **Provide project and quality improvement support:** Work closely with the Transformation Team and senior colleagues to manage and support transformation and quality improvement projects.
- **Manage project documentation and planning:** Prepare and maintain project plans, documents, milestones, and administrative systems to support delivery.
- **Collate and analyse data:** Gather and interpret business data, feedback, and evaluation reports to inform decision-making, risk management, and reporting.

- **Produce reports and presentations:** Create detailed reports, case studies, and presentations for senior colleagues, committees, and external stakeholders.
- **Coordinate project teams and resources:** Lead internal and external project teams, allocate work, and manage competing priorities to ensure timely delivery.
- **Support communication and engagement:** Liaise with communications officers and stakeholders to share project updates and key messages via various media channels.
- **Represent the Transformation Team:** Act as an ambassador at internal and external meetings, maintaining high levels of professionalism and communication.
- **Contribute to team development:** Support induction, training, and mentoring of colleagues, promoting a collaborative and flexible working environment.

## Person Specification

### Professional and Technical Requirements

- Educated to degree level, with a relevant postgraduate qualification (e.g. MBA).
- Professional qualification in Project Management (e.g. PRINCE2).
- **Expertise in Project and Change Management**  
In-depth knowledge of methodologies such as LEAN and Continuous Improvement, alongside strong change management principles.
- **Commercial and Strategic Awareness**  
Strong understanding of the relationship between cost, quality, customer care, and performance in driving business outcomes.
- **Extensive Experience in Complex Organisations**  
Significant post-graduate experience, ideally within the public sector, managing complexity and delivering results.
- **Proven Project Delivery Skills**  
Demonstrated success in managing and delivering projects that achieve tangible business benefits.
- **Leadership and Team Motivation**  
Effective leadership with a track record of motivating teams and driving performance.
- **Stakeholder Engagement and Relationship Building**  
Skilled in engaging stakeholders at all levels, including senior leadership, and fostering collaborative partnerships.
- **Policy and Documentation Development**  
Experience in drafting policies, procedures, technical documentation, and producing clear, accurate reports.
- **Clear and Confident Communication**  
Ability to communicate complex ideas effectively in both written and spoken formats, tailored to diverse audiences.
- **Strong Organisational and Planning Skills**  
Capable of managing competing priorities, meeting deadlines, and working independently with initiative.

- **Analytical Thinking and Decision-Making**  
Systematic approach to data analysis and reporting, with judgement and evidence-based decision-making.

## Core Competency Requirements

- **Communication:** Communicates across services to influence outcomes. Adapts style across organisational contexts and manages sensitive communications.
- **Collaboration:** Facilitates collaboration across teams, services, and external partners to deliver joined-up solutions.
- **Service Delivery:** Aligns delivery with strategic priorities and maintains high performance. Improves services using innovation and effective use of resources to deliver value for money.
- **Decision-Making:** Balances risk and impact in decision-making across teams or projects.
- **Digital & Data Literacy:** Uses digital systems to manage performance and inform decisions. Applies ethical judgement and explores new data sources. Analyses complex data to improve service outcomes.
- **Adaptability:** Leads teams through change using structured approaches that support clarity and resilience. Builds team cohesion and sustains service culture during transitions.
- **Problem-Solving:** Enables collaborative problem-solving and challenges existing practices to address cross-service challenges.
- **Community & Customer Focus:** Applies community insight and customer feedback to shape responsive and inclusive services.
- **Leadership:** Aligns team capability and resources to deliver meaningful outcomes. Leads projects and services within areas of expertise and across disciplines.

## Strengths

- **Strategic:** You look at the big picture. You consider the wider factors and long-term implications of decisions.
- **Team Leader:** You are confident to lead a team. You effectively manage team dynamics toward a shared goal. You consider everyone's individual needs and create a genuine team spirit.
- **Problem Solver:** You take a positive approach to tackling problems. You find ways to identify suitable solutions.
- **Explainer:** You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.
- **Responsible:** You take ownership for your decisions. You hold yourself accountable for what you have promised.

## Desirable

- Evidence of recent and relevant management training.
- Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.
- Detailed knowledge of transformation from a Local Government perspective.
- Experience of working in Local Government.