**Manchester City Council**

**Role Profile**

**Project Manager Level 1, Grade 8**

**Facilities Management Service, Corporate Core Directorate**

**Reports to: Facilities Management**

**Job Family: Project and Programme Management**

**Key Role Descriptors:**

The role holder will manage the successful delivery of major work packages, ensuring compliance with the City Council project management methodology.

The role holder will ensure that change is managed effectively by working with project teams and stakeholders within the business.

The role holder will provide professional advice, support and guidance for team members, colleagues and stakeholders to assist in decision making.

**Key Role Accountabilities:**

Act as work package manager on large and complex elements of work, resolving day-to-day project issues, escalating them as necessary.

Define scope of project and initiatives, ensuring deadlines are understood and adhered to and that objectives are clearly articulated and understood.

Assist in the provision of solution options to complex problems and develop robust business cases to support all change activities so that decision making is supported.

Ensure projects and initiatives are effectively resourced and that key stakeholders are identified, and roles and responsibilities agreed and communicated effectively.

Manage stakeholder and customer expectations throughout the lifecycle of the project or initiative. Develop and maintain effective relationships with senior officers and other key stakeholders, ensuring clear and effective channels of communication.

Accountable for the management of all project documentation (in a manner consistent with the Manchester Method where appropriate), including management of effective record keeping and version control of project documentation.

Proactively develop and maintain the project risk and issues schedule, regularly monitoring, updating and reporting on progress.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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.

**Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Corporate Facilities Management delivers a range of services across the Council’s Operational Estate to provide an environment that is safe, fit for purpose and supports the organisations strategies for the current and future development of the property portfolio.

The overall priorities of the service are to:

* Deliver a City-Wide Single Facilities Management (FM) Delivery Model to defined standards
* Identify and realise service efficiencies
* Provide consistent service quality across the corporate estate
* Reflect the external market and best practice commercial solutions where appropriate
* Provide, maintain and manage an effective Corporate FM Help Desk
* Maintain corporate governance for all resources allocated for the provision of a total FM solution

Corporate Facilities Management is responsible for:

* Building Support - Reactive maintenance and repairs, Asbestos and Legionella Management, Health and Safety, Portering and furniture removals, Planned preventative maintenance including Statutory Compliance
* Housekeeping - Internal cleaning, provision of cleaning consumables, Waste and Recycling, Window Cleaning and Pest Control
* Security - provision of security services including static guarding, keyholding, incident response and the delivery of a corporate ID solution
* Archives and Storage – provision of secure document storage and retrieval
* Events and Catering – delivery of a range of catering and events services across the Town Hall Complex
* Customer Support – Delivery and management of a Corporate FM Helpdesk function, provision of customer reception services across the Town Hall Complex.
* **Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication:** Well-developed influencing and persuasive skills and ability to offer a persuasive argument both with internal and external stakeholders in order to achieve key project milestones whilst retaining a positive attitude.
* **Planning and Organising:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. Strong decision making skills with the ability to resolve complex issues in a pressurised environment.
* **Financial Management:** Ability to manage allocated resources effectively, delivering business performance and value for money.
* **People Management:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.
* **ICT Skills:** Excellent ICT and organisational skills to develop a detailed project schedule for use by the Project. Has experience of developing and monitoring project progress through the use of a simple GANTT chart.
* **Project Management:** Proven experience of successfully managing and delivering a range of projects and support packages within a structured project management structure such as PRINCE 2 or equivalent. Ability to plan, direct and coordinate activities to manage and implement interrelated projects from project initiation through to implementation

**Technical Requirements (Role Specific)**

* Proven experience of successfully managing and delivering a range of projects and support packages within a structured project management structure such as PRINCE 2 or equivalent.