

Job Description and Person Specification

Electoral Services Project Manager

A Lambeth to be proud of



Job Title: Electoral Services - Project Manager

Grade: PO5

Department: Finance and Property

Division: Legal & Governance

Business Unit: Electoral Services

Reports to: Electoral Services Manager/Assistant Director, Governance

Responsible for: Year-round & ad-hoc Electoral Services Projects

Context

The Electoral Services Team is responsible for:

- Year-round electoral registration and the delivery of the annual electoral canvass
- The effective conduct of elections and referenda
- Outreach initiatives to promote democratic participation and risk and issue management of electoral services projects.

Job Purpose

The Project Manager is responsible for the planning, management, coordination, and financial control of the portfolio of projects within Electoral Services. The nature of the role is such that the project manager is expected to work flexibly and map and track dependencies and inter-dependencies across the portfolio and providing robust assurance around programme delivery.

Develop and create innovative solutions to support the team by developing the capacity and available resources to deliver the challenging programme.

Responsibilities

1. Accountable for the creation and development of work programmes across the team, consisting of multiple projects, in pursuit of key change objectives.
2. Responsible for the identification of new projects and oversight (management and ownership) of existing projects that form part of the portfolio.
3. Ensure project prioritisation is clear and built on sound understanding of available evidence.

4. Secure sufficient resources from across the Council or commission support from elsewhere as necessary, to ensure delivery of programme objectives of sufficient quality, on time, and to budget.
5. To build constructive and robust relationships across the Council and wider partnerships to ensure transformation objectives are delivered successfully, and that interdependencies are understood, mitigated or managed effectively.
6. Line manage and lead a mixed team of staff across the Council setting high performance and service standards. Ensure that all team members have adequate work programmes; and that their performance is monitored through the measurement and reporting of benefits, and regular feedback opportunities through the one-to-one process.
7. Provide appropriate development opportunities for each member of staff under supervision to support them in the delivery of the division's work programme.
8. To ensure that the financial framework in which the programme is taking place is understood by key stakeholders.
9. Collaborate and consult with project leads to identify and deliver client responsive, cost-effective solutions to business challenges.
10. Work directly with Senior Responsible Officers (SRO's) and provide technical and professional advice to ensure good practice and smooth integration of new business processes within the organisational structure and culture.
11. Develop and maintain intelligent client relationships with citizens, contractors, suppliers, and stakeholders and promote the highest level of customer service.
12. Assist with the maintenance of a suite of programme and project management tools and templates to support teams responsible for delivering projects to record progress.
13. Where appropriate, to establish and chair project boards with appropriate and proportionate representation from suppliers, customers, and other key stakeholders.
14. Ensure all Members get the necessary advice and information to enable them to fulfil their roles effectively in policy making, performance management and scrutiny.
15. Provide advice and support for Members and Chief Officers and report to Council committees and others on the development and implementation of the project/s.
16. To keep up to date with local and national developments relating to Electoral Services and that which might impact on the service.

17. To carry out all duties in line with the council's equal opportunity policy and take responsibility appropriate to the post for tackling racism and providing good race, ethnic, minority and community relations.
18. The postholder may be required to work some evenings and weekends.
19. To ensure appropriate Health, Safety and Environmental standards are maintained in all activities.
20. To ensure the programme is delivered with appropriate attention to sustainability.

PERSON SPECIFICATION

Electoral Services - Project Manager (PO5)

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).			Shortlisting Criteria
You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.			
If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Tick” (✓) on the person specification when you complete the application form.			
For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.			
Key Knowledge	K1	Knowledge of current issues affecting local authorities	A
	K2	Substantial knowledge of programme and project management methodologies, including risks, issues, and benefits management	
	K3	Understanding and knowledge of Electoral Services working practices and the legislative framework governing electoral registration and elections and associated risks.	A ✓
	K4	Substantial knowledge of the tools and templates which would support project managers to deliver to time, cost, and quality.	
Relevant Experience	E1	Experience of writing high quality, detailed reports, and business cases to educate, influence and inform	A ✓
	E2	Experience of dealing with a range of stakeholders, with an ability to build relationships at all levels	
	E3	Excellent time management skills with proven experience of dealing with a variety of highly complex work streams and projects, prioritising as required.	
	E4	Proven experience of managing multiple projects simultaneously to deliver high quality outputs, on time, and to budget against agreed change objectives.	A ✓
Core Values and Behaviours		Equity <ul style="list-style-type: none">Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.	

		<ul style="list-style-type: none"> • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		Kindness <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	

		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. 	

		<ul style="list-style-type: none">• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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