



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Project Manager

Department/Division: Data and Technology Services **Accountable to:** Head of Project Delivery

Competency	Criteria	E/D
Knowledge and experience	• Project Management experience delivering technical solutions	E
	• Experience of running projects using waterfall and Agile Project methodologies	E
	• Experience of managing teams	E
	• Proven experience of stakeholder management	E
	• Knowledge of development and rollout of IT applications	D
	• An excellent understanding of technology driven project delivery	D
	• PRINCE2 Practitioner or Agile Scrum Master Certification	D
Communication	• Demonstrable ability to communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact	E
	• Experience of taking a proactive approach to liaising with colleagues across an organisation	E
	• Experience of delivering clear and consistent communication with team and colleagues	E
	• Excellent communication skills with a good command of the English language both orally and in writing	E
	• Excellent face to face and telephone manner and able to support and empathise with users of the services	E
	• Act in a fair and respectful way in dealing with others including active listening to people's concerns and issues	E
	• Confidently handle challenging conversations or situations and can support others in the process	D
	• Listen to, understand, respect and accept the value of different views, ideas and ways of working	D
Teamwork, Motivation	• Role model enthusiasm about their work and encourage others to do the same	E



and Development	<ul style="list-style-type: none"> • High degree of enthusiasm for delivering the work of the department • Calm under pressure and able to ask for support when needed • Open to taking on new roles and is enthusiastic about the role 	<p>E</p> <p>E</p> <p>E</p>
Liaison and networking	<ul style="list-style-type: none"> • Experience of facilitating feedback sessions from groups of customers to understand concerns and issues • Experience of sharing knowledge and experience with others openly and effectively • Get to know colleagues across the division and understand how the team operates 	<p>E</p> <p>E</p> <p>E</p>
Service Delivery	<ul style="list-style-type: none"> • Demonstrable customer focused attitude • Experience of working with best-practice Change and Release Management processes • Knowledge of service level definitions and evidence of effective monitoring of service standards 	<p>E</p> <p>D</p> <p>D</p>
Planning and Organising	<ul style="list-style-type: none"> • Able to plan own work and deliver effective, agreed outcomes at pace • Follows processes efficiently • Can identify process improvement and articulate benefits of improvement 	<p>E</p> <p>E</p> <p>E</p>
Initiative and Problem Solving	<ul style="list-style-type: none"> • Ability to operate independently and resolve unexpected situations • Ability to identify where improvements to process can be made • Seeks understand where process is mandatory and where opportunities to vary exist • Seek help when needed to complete own work effectively 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.