

London Borough of Bexley

Job Description and Person Specification

Management Group: Chief Executive's
Department/Section: Transformation & Delivery Unit
Job Title: Delivery Project Manager
Reports to: Delivery Programme Manager
Grade: Bexley14

Purpose of the job

The primary purpose of a Delivery Project Manager is to provide expert project management support in leading the end-to-end delivery of high-priority change projects across up to three specific directorates, ensuring alignment to the Council's wider transformation vision and strategic direction.

This involves using a range of specialist disciplines, such as process redesign and change management, with a key focus on ensuring the project purpose, scope, and impact are properly researched, evidenced, and understood. The role requires putting robust project controls in place to enable timely and informed decision-making and managing the full lifecycle, from using data to inform business cases to coordinating deliverables.

Principal accountabilities

Strategy

- Contribute to the Transformation and Delivery Unit's success by ensuring all projects and activities align with the Council's corporate priorities and actively using data to inform business cases and strategic decision-making.
- Support the adoption and implementation of the Portfolio, Programme, and Project Management Framework across the Council, assisting the Delivery Programme Manager with defining and updating the management processes, standards, and governance.
- Assist with the identification, mapping, and tracking of project benefits, ensuring they are properly evidenced and understood to deliver tangible outcomes and service improvements for the Council and its residents.
- Proactively identify and assess risks, assumptions, and dependencies within projects, escalating them appropriately to the Delivery Programme Manager and other stakeholders to ensure mitigating actions are secured.

Direction

- Lead the end-to-end development and delivery of change and improvement projects through to final implementation and service handover, ensuring alignment with the Council's wider transformation vision and strategic direction.

- Coordinate project deliverables and activities across multiple workstreams, integrating core functions such as business analysis, process redesign, and data analysis to inform business cases and ensure project success.
- Act as a key resource for project teams, providing specialist expertise and hands-on support to troubleshoot issues and maintain delivery momentum.
- Establish and maintain robust project controls to enable timely and informed decision-making by stakeholders, providing meaningful challenge, advice, and feedback to achieve project goals and mitigate risks.

Implementation

- Directly manage and deliver change projects through to final service handover, including hands-on responsibility for overseeing tasks and plans to ensure deliverables are completed on time, within budget, and to the required quality standards.
- Manage day-to-day communication and engagement with all project stakeholders, securing buy-in for key decisions, managing expectations, and providing regular updates on project progress.
- Actively identify and track project-level risks, assumptions, and dependencies, proactively troubleshooting issues and working with the team to implement mitigating actions and maintain delivery momentum.
- Own the quality of project documentation and reporting, ensuring information logs are accurate and up-to-date, and that all project artifacts adhere to the established governance framework.

Organisational Control and Development

- Act as a key resource and troubleshooter for the Transformation and Delivery Unit, providing meaningful challenge, advice, and feedback on project governance to a wide range of stakeholders.
- Support the implementation of the portfolio management framework, assisting with defining and updating project management processes, standards, and governance to ensure a more robust internal capability.
- Contribute to the overall success of the organisation's transformation by ensuring all projects and activities align with the Council's strategic priorities and adhere to the established governance framework.
- Own the accuracy of project documentation and information logs, ensuring up-to-date information is readily available to all relevant stakeholders to support transparency and a culture of continuous improvement.

Staff Management and Development

- Act as a role model and source of expertise for junior team members and project support staff, providing on-the-job guidance and support to ensure their smooth integration and rapid development.

- Actively contribute to the overall development of the project management function by sharing knowledge, best practices, and lessons learned, and supporting the implementation of new PMO processes and standards across the Council.
- Contribute to the overall success of the Transformation and Delivery Unit by serving as a key resource for project teams, providing a range of hands-on support and troubleshooting to resolve challenges and maintain delivery momentum.

Personal Effectiveness

- Demonstrate a proactive and outcomes-focused approach with limited supervision, responding creatively to a dynamic environment, anticipating challenges, and taking personal ownership for adapting plans and removing barriers to maintain project momentum.
- Exhibit advanced organisational and time management skills to successfully manage multiple high-priority projects across designated directorates, coordinating deliverables under tight deadlines, ensuring efficient project delivery.
- Possess excellent written and verbal communication skills, expressing information clearly and concisely, providing meaningful challenge, advice, and feedback on project governance and delivery to all stakeholders, alongside a commitment to Continuous Professional Development (CPD).

Person Specification

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 Department/Section: Transformation & Delivery Unit
 Job Title: Delivery Programme Manager

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
Relevant professional qualification in programme or project management, business analysis, or change management.	E	Application Form
Commitment to Continuous Professional Development (CPD), staying current with the latest change, project and programme management methodologies and best practices.	E	Application Form
(b) Relevant technical experience, knowledge & skills/abilities		
Proven experience in a project management role, with a strong track record of leading the end-to-end delivery of change and improvement projects to final implementation and handover.	E	Application Form / Interview
Demonstrable expertise in establishing and implementing project controls to enable timely and informed decision-making by stakeholders, including the management of documentation and coordination of deliverables across multiple workstreams.	E	Application Form / Interview
A deep understanding of project and programme management frameworks, methodologies, and tools.	E	Application Form / Interview
Demonstrable experience in specialist disciplines such as business analysis, process redesign, benefits mapping, and change management, including a	E	Application Form / Interview

proven ability to use data to inform business cases and strategic decisions.

Excellent written and verbal communication skills, with the ability to convey information clearly and concisely, providing meaningful challenge and advice to stakeholders.	E	Application Form / Interview
Advanced organisational and time management skills to successfully manage multiple high-priority projects and coordinate activities under tight deadlines.	E	Application Form / Interview
Ability to work proactively and with limited supervision in a fast-paced environment, troubleshooting issues and finding solutions to maintain delivery momentum.	E	Application Form / Interview

(c) Other Additional Requirements

Demonstrable commitment to and understanding of the Council's values and behaviours.	E	Application Form
The ability and willingness to work evenings and weekends as required to meet the needs of all service users and stakeholders.	E	Application Form

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire, P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
Collaboration	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance

These HPI values should not be changed.