



LONDON BOROUGH OF MERTON
ENVIRONMENT CIVIC PRIDE AND CLIMATE DEPARTMENT
JOB DESCRIPTION

Post title:	Senior Policy and Programme Manager	
Grade:	ME15	
Division	Parking Services	
Location:	Civic Centre, LB Merton	
Responsible to:	Head of Parking Services	
Responsible for:	ME12 Parking Project Manager ME12 Parking Finance Manager	
Post number:	TBC	Date: February 2023

OVERVIEW

The role will be critical in helping the Parking Service to deliver a number of transformational projects. The post-holder will be expected to work across a range of departments, reporting to individual sponsors, and managing different stakeholders. Successful delivery of the portfolio will be a key part of achieving Merton's 'London's Best Council' ambition and developing a culture of continuous improvement. The post-holder will also be expected to provide input into the financial monitoring and forecasting of the Parking Service's revenue budget.

PURPOSE

- To plan, manage and deliver a range of complex and strategically important Parking Services projects, helping Merton Council to deliver transformation across the organisation.
- To work across a range of departments and to relevant Project Sponsors, delivering agreed project outcomes and allocating resources within agreed budgets, while ensuring a consistent, corporate approach.
- To work with Directors, Heads of Service, service managers, as well as IT, HR, communications and finance colleagues, and frontline staff, using fine-tuned judgment and experience to influence, negotiate with and persuade a wide range of stakeholders to help deliver Parking Services projects.
- To provide agreed progress updates and advice to Council, Cabinet, Scrutiny Panels, the Corporate Management Team, Departmental Management Teams, Merton Improvement Board and other managers and staff across the organisation.
- To provide guidance and challenge to individual Project Sponsors and Merton Improvement Board on the most effective approaches to project delivery, as well as insight on best practice and innovative ideas for post-implementation service delivery.



- To provide valuable input into the financial monitoring and forecasting of the Parking Service's revenue budget.

MAIN DUTIES AND RESPONSIBILITIES

- Plan, manage, deliver and coordinate discrete projects, developing and maintaining relevant project documentation in accordance with Merton Approach to Projects (MAP) methodology.
- Identify clear business benefits as part of implementation, including cashable savings and efficiencies where possible.
- Deliver relevant projects, often of a highly complex and sensitive nature, by allocating resources within an agreed budget, managing project teams where appropriate, taking decisions to ensure the delivery of agreed outcomes, and ensuring effective dialogue with and between senior officers and other stakeholders.
- Work with other project managers and service managers to ensure that dependencies with other major change projects and business as usual work are understood, mapped and managed.
- Monitor and report on progress against all aspects of relevant projects through regular and bespoke reports to individual Sponsors, Merton Improvement Board, Directorate Management Teams, and other forums where necessary.
- Identify and manage risks, issues, assumptions and dependencies as they effect the Portfolio and wider organisation, working with the Project Management Office to coordinate a comprehensive response.
- Direct the work of cross-functional and/or project teams, where these are in place, balancing the competing demands of different projects and prioritising workloads accordingly. Negotiate with suppliers and sub-contractors where necessary.
- Lead and act as a champion for relevant projects, ensuring staff are aware of intended objectives, outcomes and benefits.
- Work with the Corporate Change Manager to develop and deliver communications and engagement plans for relevant projects with internal staff, as well as with external partners and stakeholders.
- Work with the Corporate Programmes Officer to ensure comprehensive benefit monitoring is in place for relevant projects.
- Rapidly develop understanding of challenges and best practice within relevant project and service areas new to the role holder in order to become a credible advisor to the Project Sponsor, Directorate Management Team and other senior managers.
- Support and participate in meetings, networks, and communications mechanisms that maximise the understanding of relevant projects.
- To provide valuable input into the financial monitoring and forecasting of the Parking Service's revenue budget.
- To deputise for the Head of Parking Services when required.



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PERSON SPECIFICATION**

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Qualifications

- Project Management qualification – e.g. PRINCE2 Practitioner, Project Management Professional, Agile, or equivalent)
- Managing Successful Programmes Practitioner

Experience, Knowledge & Skills

- Experience of working at a senior and complex level to manage and coordinate strategic projects within the Parking or Transport sectors.
- Experience of successful delivery of major change projects in local government and/or other public sector environments
- Knowledge of innovative approaches to transforming services in local government and their practical application
- Knowledge of Parking services and the associated legal framework for civil enforcement
- Highly developed inter-personal skills, including the ability to empathise with others and to influence, negotiate and persuade peers and more senior stakeholders to pursue desired courses of action that will help deliver projects, enhance services and fulfil corporate priorities.
- Highly effective and persuasive in both written and verbal communication at all levels, using a variety of communication styles
- Ability to apply project management techniques to manage projects efficiently and effectively with a variety of stakeholders
- Ability to identify creative, realistic solutions to problems and deal appropriately with issues which may be controversial or sensitive
- Ability to prioritise competing demands in a heavy workload under intense and diverse pressures, delivering multiple projects simultaneously.
- Ability to lead and secure commitment from staff who aren't direct reports, and motivate them to succeed.
- Ability to supervise financial monitoring and forecasting of complex income and expenditure budgets