



**LONDON BOROUGH OF MERTON**

**Corporate Services DEPARTMENT**

**JOB DESCRIPTION**

**POST TITLE: Business Development and Projects Manager**

**Grade: MGA**

**DIVISION/SECTION: Infrastructure and Transactions Division / IT Service Delivery**

**Location: Merton Civic Centre or any other location as required**

**Responsible to: Head of IT Service Delivery**

**Responsible for: Directly manage 5 and additional staff according to the projects in progress, deputise for Head of IT Service Delivery up to 35**

**Post number:**

**Date: September 2014**

**1. MAIN PURPOSE**

Responsible for the delivery and management of new project work, including all the requests and projects in IT Service Delivery, ensuring that projects are specified and resourced correctly and delivered on time and within budget.

Undertakes work at a high level across a range of specialist disciplines and liaises with clients across all directorates.

Manages project budgets each up to £500,000.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

### **Team Management**

Provides effective leadership to the project team, providing vision and direction.

Takes appropriate action where team performance deviates from agreed tolerances.

Prioritises and allocates workload amongst team members, responding quickly to operational requirements and re-prioritising as necessary.

Undertakes appraisals and regular one-to-one meetings with team members.

Identifies development needs and provides coaching to develop the skills and knowledge of team members.

### **Client Management**

Builds long-term, strategic relationships with all client departments.

Maintains a strong understanding of the clients' business plan and strategy.

Acts to ensure that clients are offered products and services in line with the current IT strategy.

Gathers information from the customer to understand their needs (demand management) and detailed requirements.

Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact.

Deals with complex issues and potential contentious matters in a persuasive, advocate, and sensitively manner.

Manages colleagues in their dealings with clients; initiates procedures to improve service to and relationships with clients.

### **Project Management**

Oversees the management and planning of business opportunities. Influences the development and enhancement of services, products and systems.

Takes full responsibility for the definition, documentation and satisfactory completion of medium-scale projects (typically lasting 6-12 months, with direct business impact, teams of 3-5 and firm deadlines). Identifies, assesses and manages risks to the success of the project.

Ensures that realistic project and quality plans are prepared and maintained and provides regular and accurate reports to stakeholders as appropriate.

Ensures quality reviews occur on schedule and according to procedure.

Manages the change control procedure, and ensures that project deliverables are completed within planned cost, timescale and resource budgets, and are signed off.

Provides effective leadership to the project team, and takes appropriate action where team performance deviates from agreed tolerances.

Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change.

Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks. Identifies stakeholders and their business needs.

Ensures that there is a business perspective on how the new technical capabilities will be delivered to the business, including planning around key business cycles, selecting appropriate customers for migration, etc.

### **Creativity and Innovation**

Undertakes work which requires creativity and innovative input in a number of activities and a range of expertise.

### **Benefit Realisation**

Identifies specific measures and mechanisms by which benefits can be measured, and plans to activate these mechanisms at the required time.

Monitors benefits against what was predicted in the business case and ensures that all participants are informed and involved throughout the change programme and fully prepared to exploit the new operational business environment once it is in place.

Supports senior management to ensure that all plans, work packages and deliverables are aligned to the expected benefits and leads activities required in the realisation of the benefits of each part of the change programme.

## **Strategic Management**

Conducts investigations at a high level for strategy, business requirements specifications and feasibility studies.

Initiates the business implementation plan, including all the activities that the business needs to do to prepare for new technical components and technologies. Ensures sites deliver site implementation plans that align with the overall plan.

Tracks and reports against these activities to ensure progress. Defines and manages the activities to ensure achievement of the business case after delivery.

Outlines key business engagement messages that need to take place throughout the programme / project.

## **Change Management**

Assesses, analyses, develops, documents and implements changes based on requests for change.

Influences senior level customers and project teams through change management initiatives, ensuring that the infrastructure is managed to provide agreed levels of service and data integrity.

Agrees changes to be made and the planning and implementation of change.

## **Performance Management**

Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services, in respect of their contribution to business performance and benefits to the business, where the measure of success depends on achieving clearly stated business/financial goals and performance targets.

Monitors performance and takes corrective action where necessary.

Provides reports and proposals for improvement to specialists, users and managers.

Ensures quality reviews occur on schedule and according to procedure. Manages the change control procedure, and ensures that project deliverables are completed within planned cost, timescale and resource budgets, and are signed off.

Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.

Reviews service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.

### **Data Quality**

Champions data quality in the team, proactively appraising data produced by the team members for robustness, ensuring that data quality issues are addressed, and corporate reporting requirements are met, as set out in the Council's Data Quality Strategy.

### **General**

Works in accordance with Merton's Equal Opportunities, Health & Safety, Data Protection and other relevant policies and legislation.

Acts as a role model for the fair and respectful treatment of others, actively challenging discrimination and disrespect where necessary.

Deputise for the Head of IT Service Delivery as necessary.

Any other duties commensurate with the grade of the post, as may be required from time to time

September 2014



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**Corporate Services DEPARTMENT**

**PERSON SPECIFICATION**

**POST TITLE: Business Development and Projects Manager**

**Grade: MGA**

**Knowledge Experience and Skills**

- Has proven knowledge of all aspects of the IT Services environment and related activities.
- Can demonstrate meeting targets and a high level of customer satisfaction.
- Has practical knowledge of configuration management of systems, including the monitoring of strengths and weaknesses.
- Provides training, advice and guidance to less experienced staff.
- Ability to undertake higher level duties when deputising for Head of IT Service Delivery
- Is able to obtain information from business people in face to face situations, and to analyse information on users' occupational tasks obtained by a variety of formal and informal means.
- Is effective and persuasive in both written and verbal communication at all levels and is able to ensure that advice regarding the technical specialism is acted upon.
- Excellent organiser of time and tasks.
- Has very good communication and negotiation skills and can deal effectively with customers, recruitment and contract agencies, and other suppliers and with legal, technical and other specialists.
- Has contributed to the development of a strategy in own area of specialism.
- Can demonstrate experience and knowledge of methods and techniques for assessing and managing risk, and implementing contingency arrangements to counter serious disruption of services.

- Has played a key role in maintaining business continuity and disaster recovery arrangements and can demonstrate the principles around which these are designed.
- Demonstrates the skills needed to handle innovation and change resulting from the implementation of new IT systems and services.
- Demonstrates the special leadership skills needed to handle innovation and change resulting from the implementation of new information and communications technology solutions.
- Is expert in the methods and techniques for eliciting the context of use, user needs, analysing context of use and generating user requirements
- Has gained experience of achieving results through effective team leadership and through the planning, control and formal review of IT projects.
- Ability to manage internal customers and ensure they are kept up to date with progress on all projects.
- Has negotiated, individually or as part of a team, with suppliers on contractual matters affecting the original contract or the SLA.
- Has proven project and people management skills with knowledge of own organisation's policy framework, management structures, where the total cost does not exceed £250,000.

### **Understanding and Aptitude**

- Ability to switch quickly between different levels of thinking to see bigger picture.
- Can evaluate new ideas and opportunities objectively.
- Has broad practical understanding of the activities of the employer or client and appreciates the importance of the client service task within the business.
- Knows own organisation's policy framework, management structures and reporting procedures.
- Is able to recognise potential assignments outside own areas of specialisation and bring to bear appropriate expertise as necessary
- Has a systematic, disciplined analytical and creative approach to problem solving.
- Has an extensive understanding of relevant financial principles and procedures including cross charging, both internal and external, to the organisation.
- Pays attention to detail and has good interpersonal skills.
- Has substantial experience of dealing with users, specialists and service providers
- Demonstrates good working knowledge of own organisation's policy framework, management structures and reporting procedures for the configuration management environment and evidence of practical involvement in all stages of the information system's life cycle, from feasibility through to support.
- Has in-depth commercial and technical expertise, in a variety of environments.

- Proficient in methods and techniques for negotiating and managing contracts for the supply of IT products and services.
- Understands standard contracting procedures within own organisation.

### **Training and Qualifications**

- Degree or equivalent in IT
- ITIL Practitioner or Service Manager
- CCNA and /or MCSA
- Prince 2 / Agile practitioner

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