



**LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION**

POST TITLE:	Business Systems Project Manager	
Grade:	MGA	
Department:	Corporate Services, Business Improvement Division	
Location:	Merton Civic Centre	
Responsible to:	Head of IT Systems	
Responsible for:	Matrix management of project resources	
Post number:	EST1241520	Date: December 2015

MAIN PURPOSE

To plan and lead the upgrade of the Street Works and Asset Management system (Pitney Bowes 'Confirm'), including eForms interface, DTF8.1 (Data Transfer Format) compliancy, import of assets relating to an ongoing Mapping And Data Improvement (MADI) programme and mobile working solution ('Confirm Connect').

To plan and lead the implementation of the Confirm Street Works and asset management system, including mobile working solution.

To plan and lead the re-procurement and subsequent implementation of the Planning and Public-Protection solution (currently Northgate M3).

To co-ordinate the procurement of a Waste Management mobile in-cab device solution.

To plan and lead the associated system configuration, change management, user training and business process re-engineering work required as part of the above solutions, successfully managing the project to time and budget and ensuring all agreed benefits are realised.

To develop, agree and manage the project resource schedules, including managing the project budgets (circa £0.7 million excluding internal resource costs), matrix-managing the Project Implementation Team and related external resources.

To manage the (relationship with the) system supplier, ensuring that the solution is delivered and implemented in line with the contract the agreed implementation plan and fully meets agreed organisational requirements.

MAIN DUTIES AND RESPONSIBILITIES

1. Act as the Council's accountable project lead and representative, working in partnership with the provider and under the direction of the project board to successfully implement the new asset management system.
2. Work with colleagues to correctly interpret and articulate the organisation's requirements to ensure they are adequately met through the selected technical solution(s).
3. Work with the Head of IT Systems, Business Systems Managers and Environment & Regeneration Business Partner to implement the system architecture that meets the organisation's requirements, the requirements of the solution and is in line with the Council's IT Strategy.
4. Liaise with the Business Systems Manager to manage the supplier and elements of the contract(s) that relate to the new system implementations, working in partnership to implement the system to time and to budget.
5. Develop, implement and manage detailed project plans utilising appropriate methodologies (Prince II, Agile, Waterfall, Lean etc.) to assure successful, timely delivery and effectively manage interdependencies, critical path, risks and issues.
6. Work closely with the E&R Business Systems Team and others as required to develop an implementation plan and wider rollout plan that reflects the priorities of the organisation and maximises the realisation of benefits within the project lifecycle.
7. Develop and manage a resourcing schedule to identify and schedule all the resources (internal and external) being deployed and expended on the project, to include budget and staff management.
8. Lead on the benefits realisation for the solutions. Identify, map and assign benefits and drive and track realisation of these through the project against an established baseline to ensure success.
9. Ensure alignment of the project(s) with other projects and programmes within the Council's transformation portfolio, both in terms of strategic direction and sequencing of activity.
10. Working closely with Information Governance, ensure that the solutions align with, supports and promotes council policies on retention, security etc.
11. Develop and implement a communication and stakeholder engagement plan to ensure the necessary cultural change takes place; to include development and delivery of a suitable training programme.
12. Design and establish the project governance arrangements and ensure that these are adhered to, including responsibility for project board meetings and documentation.
13. Lead on the development of accurate, timely reporting to project board, sponsors and stakeholders – including Members, Cabinet and Scrutiny panels - ensuring issues



are escalated and taking responsibility for ensuring decisions are secured in a timely manner.

14. Lead the review and redesign of end-to-end business processes to embed the technical system(s) into business-as-usual practice in target service areas and support/enable the (re)design and implementation of appropriate workflow within the solution.
15. Oversee the successful integration of the solution(s) within the existing systems architecture and appropriate interfaces with existing systems, working closely with and directing relevant systems experts within the Business Systems team, in liaison with the Head of IT Systems.
16. Design and agree a service delivery model for the Council to embed the new system(s) successfully into the day-to-day business of the organisation, including identifying and securing any ongoing resources required for the effective management and maintenance of the solution and associated processes.
17. Work closely with services to migrate and manage the migration of existing documents, data and records from various sources into the new systems.
18. Work proactively with senior managers across service departments, other key stakeholders and the Resources division to drive the necessary cultural and behaviour change.
19. Ensure that a risk analysis is undertaken at all relevant stages of the implementation project identifying mitigation actions and monitoring the implementation of them.
20. Participate in and lead as appropriate, intra- and inter departmental and multi-agency working parties, programme and project boards.
21. Undertake any other duties as requested by senior management commensurate with the grade and level of responsibility of this post.



**LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
PERSON SPECIFICATION**

POST TITLE: EAMS Implementation Project Manager

Grade: MGA

Date: December 2015

Qualifications

- Degree or equivalent experience in IT/ICT
- ITIL or equivalent experience
- Prince II/Agile or equivalent experience

Experience

- Experience of successfully delivering complex IT implementation projects.
- Experience of successfully implementing systems technology (including workflow) in a complex and diverse business environment (e.g. local government).
- Experience of delivering IT enabled change in a project involving a large and diverse service user base.
- Experience of matrix-managing multi-disciplinary project teams and suppliers to achieve successful project delivery
- Experience of managing resources, finances and performance expectations effectively in order to drive business and service performance, accepting personal accountability for results.
- Experience of implementation of project-managing an asset management system implementation or of project-managing a procurement exercise.

Skills and Knowledge

- Strong project management skills demonstrated in the successful delivery of a number of large, complex projects.
- Knowledge and understanding of how risk, issue, benefits and interdependency management are delivered within a project environment.
- Excellent knowledge of the complex inter-relationships of IT services and products delivered and the tools, methods, procedures, equipment and software used in the operation and management of IT services.
- Excellent knowledge of the technical performance of related IT products and the interworking of hardware, software and network system components.
- Excellent knowledge of the methods and techniques for eliciting, analysing and interpreting user needs and generating user requirements.
- Business process development and re-engineering.
- Proven track record in designing, developing and implementing effective organisation-wide metadata and taxonomy standards.



- Excellent numeracy and well-developed analytical skills to steer business process change, benefits realisation and budget management.
- Excellent interpersonal skills and the ability to work effectively with partners and colleagues at all levels; tact, diplomacy and resilience.
- Excellent communication and advocacy skills, both orally and in writing.
- An understanding of diversity and achievement of equality of opportunity in both employment and access to service delivery to prevent discrimination.

Personal Style and Behaviour

Please refer to LB Merton's Model of Leadership Behaviours.

Ability to attend evening and weekend meetings as appropriate, and to be available to attend Council premises out of hours in the event of emergencies or urgent management issues