

A Day in the Life ...

Project Manager, Customer & Communities

Customer & Communities – what we do

- Support vulnerable people in communities and prevent needs escalating to high end care.
- Help people live the life they want by supporting carers, families, and communities to support themselves.
- Develop an umbrella of core community-based delivery services.

Typical tasks for the Project Manager

Communication and engagement

- Chair and attend meetings, including the planning of agendas.
- Liaise with stakeholders, colleagues, senior managers, partners, and users using a variety of methods.
- Organise and attend engagement events with user and community groups.
- Co-produce and monitor a communication plan and communication activity.
- Support with the development of internal and external publications.
- Support the Improvement Relationship Manager and Workstream Leads, to deliver the project objectives.
- Provide regular and timely updates to relevant boards, individuals, and groups.

Project documentation and oversight

- Complete, and where required develop all relevant project documentation.
- Produce reports and recommendations
- Produce and manage action plans.
- Produce and manage a risk and issues log.
- Identify dependencies and interdependencies and monitor any impact and risk.
- Produce and present reports, business cases and funding bids.
- Develop and manage a project plan and timeline.
- Identify and analyse relevant research and evidence of good practice.
- Identify funding sources and ensure all expenditure is accounted for.

- Escalate any concerns through the relevant channels and boards.

This is an exciting opportunity to work across both Children and Adult Services supporting the development of a service that will in turn support survivors of non-recent child sexual exploitation.

The successful post holder will have the opportunity to be involved from the development stages of the project to the implementation of the new service. You will be involved in the planning and delivery of community engagement events as well as working alongside subject matter experts within Health and Police, to ensure that the service is co-produced with survivors, partners, and communities.

There will be an expectation that you will work closely with other local authorities and specialist providers, to gain an understanding of best practice; using an evidence-based approach to build on existing learning and successes and to share any learning with the wider project group.

You will be responsible for supporting the Improvement Relationship Manager, in ensuring that key workstreams are delivered as planned on time and that any risks and issues are highlighted and managed appropriately.

You will need to have strong organisational and communication skills and be flexible enough to respond to changes in direction. Due to the sensitive nature of this work, you will be required to have a good understanding of confidentiality and information governance and work within the Council's policies for using and managing sensitive information.