JOB DESCRIPTION

POST TITLE: Transition Project Manager

SERVICE/SECTION: Customers, Commissioning and Change

GRADE/SCALE:

RESPONSIBLE TO: Assistant Director – Customers, Commissioning and Change

RESPONSIBLE FOR: Matrix management of the transition team

MAIN PURPOSE OF POST:

The Exit and Transition manager will be responsible for defining and co-ordinating the activities required to exit the Council’s Public Private Partnership arrangement with Arvato in October 2020 (contract end date) and safely transition services to the Council.

The post holder will develop a clear understanding of the existing components of the services in terms of people, process and technology, and will develop a comprehensive view of if/how these must change post contract transition. This will include the production of a detailed impact analysis of issues such as TUPE liability, budget, contract novation, asset transfers/write offs, organisational design and changes to operational and administrative processes.

The post holder will matrix-manage a team of specialists to shape and cost the transition activities, identify and mitigate risks associated with the transition and guide staff through the transition into business as usual, working with service managers to ensure that any necessary changes to working practices are effectively rolled out.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities must be carried out in accordance with the Council’s policies/procedures.

1. Manage the PPP transition project from initiation to completion, including maintaining project plans and documentation, risk and budget monitoring, resource planning, identification of dependencies, communication, stakeholder engagement and post-project evaluation.

2. Work with technical experts to review the data provided by the incumbent, to assess the Council’s commitments related to people and assets and develop appropriate exit strategies, cost drivers and liabilities.

3. Work with services to identify and document processes, interfaces and data exchanges and baseline for possible future changes.

4. Define the required future services and organisational design and develop a transition proposal.

5. Work with finance to develop the budget and business case for the chosen transition proposal.

6. Work with HR to manage TUPE transfer and retention issues through the transition, ensuring that appropriate resources are assigned to the project.
7. Represent the Council in dealings with the incumbent in terms of contract exit planning and execution.

8. Build strong relationships with Trade Unions and ensure that they are consulted in transition plans.

9. Ensure that benefits and changes are fully understood, along with their means of delivery and that business process re-engineering and change management is effective.

10. Ensure that all service and technical information is up to date and shared effectively with the incumbent and Council services.

11. Contribute to the drafting and review of legal documentation related to exit and transition and define initial acceptance criteria.

12. Actively seek out relevant lessons learnt from other transition projects to enable the project team to learn from previous experiences.

13. Work with the transition team and the incumbent to ensure that the transition project is delivered on time and to quality.

14. Contribute to the handover to BAU.

15. Review and finalise documentation created as part of the transition and ensure knowledge is transferred.

16. Contribute to a post implementation review.

17. Ensure relevant stakeholders are regularly updated on progress, producing key formal documents to enable decision making and ensuring that any concerns are escalated to the Assistant Director – Customers, Commissioning and Change at an early stage.

18. Provide regular and relevant information, maintain risk registers, co-ordinate project meetings and prepare reports and presentations to relevant internal and external stakeholders.
PERSON SPECIFICATION

JOB TITLE: Transition Project Manager

SERVICE: Customers, Commissioning and Change

RESPONSIBLE TO: Assistant Director – Customers, Commissioning and Change

SKILLS / KNOWLEDGE / ABILITIES

1. Proven experience of managing contract exits in one or more of the following service areas: customer services, revenues and benefits, asset management, payroll

2. Proven experience of managing complex operational change, preferably in the context of contract exit.

3. Proven experience of information and impact analysis, with the ability to model options and track change and risk.

4. Working knowledge of benefits management and business change.

5. Significant communication (verbal, written, listening) skills and influencing skills.

6. Knowledge of relevant legislation, including Data Protection, TUPE, procurement, contracts, health and safety

7. Knowledge of project management good practice and reporting disciplines

8. Experienced in TUPE transfers.

9. Excellent stakeholder engagement along with strong people management skills

10. You will have good analytical and problem-solving skills, be able to prioritise, work under pressure and be able to work remotely and on your own initiative

11. Ability to build mutually productive relationships and interact with senior management and key stakeholders.

12. Understanding and practical knowledge of employment law, best practice and relevant legislation, policies and procedures.

13. A self-assured and confident communicator

14. Be assertive with a calm demeanour and able to maintain perspective when faced with challenges or setbacks.

15. Proven experience in Restructuring and Organisational change management.

16. A highly motivated, result orientated individual, maintaining focus and drive to achieve quality outcomes with the ability to work to tight deadlines.
ESSENTIAL

Qualifications and Training

1. Prince 2 project management
2. Educated to degree level or equivalent.

Desirable

1. Previous experience of working in an HR role within a large organisation

Competencies

**Strategic thinking** – able to identify a vision, along with the plans which need to be implemented to meet the end goal, evaluating situations, decisions and issues in the short, medium and long term

**Planning and organising** – able to plan and prioritise, taking account a degree of uncertainty, resource availability and dependencies to ensure delivering within the time, cost and quality constraints.

**Adaptability and flexibility** – has a willingness to be flexible in meeting the challenge of working across a diverse range of delivery teams. Able to manage uncertainty and adapt the programme, portfolio or project where required.

**Negotiation and influencing** – proven influencing skills, ability to present sound and well-reasoned arguments and able to demonstrate the ability to draw from a range of influencing strategies to persuade people to achieve agreement or behavioural change. Listens to others points of view to gain understanding and shape solutions.

**Communication** – able to get messages understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information. Recognises the importance of sharing and disseminating information and is effective in delivery.

**Managing relationships** – able to build and maintain effective working relationships with a range of people, including senior/exec level. Works co-operatively as part of a team to achieve great results, as opposed to working separately or competitively.

**Problem solving** – able to simplify complex problems and processes into their component parts. Transforms proposals and ideas into practical reality.