

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Project Manager	Grade:	PO4 - PO6
Reports to (Designation):	Head of Transformation Delivery, Insight and Assurance	Grade:	SMG3
Directorate:	Chief Executive's Directorate	Section:	Strategy, Transformation, Equalities and Performance

Main Purpose of the job:

- As a Project Manager in Lewisham's Transformation Delivery team, you will lead the delivery of complex, high-impact projects that drive real change across the council. You will be a hands-on problem solver, working closely with services to design and implement practical solutions that improve outcomes for residents, staff and/ or the Council.
- This role is about making things happen — taking initiative, navigating challenges, and keeping momentum. Working in a matrix environment, you will provide expert project management support across services, helping to embed new ways of working and deliver measurable outcomes for Lewisham's residents.
- With a strong aptitude for collaboration, you will drive projects from planning through to implementation, using a flexible, user-centred approach and drawing on a range of methodologies including Agile and Prince2.

Summary of Responsibilities and Personal Duties:

Core Responsibilities (PO4)

- Lead the delivery of transformation projects from initiation to completion, ensuring alignment with corporate priorities and service improvement goals.
- Apply appropriate project management methodologies (e.g. Agile, Prince2, Lewisham Change Framework) to plan, execute, and monitor projects effectively.
- Collaborate with services across the council to co-design solutions, troubleshoot delivery challenges, and embed new ways of working.
- Support benefits realisation planning and ensure outcomes are measurable and meaningful.
- Proactively manage project risks and issues, escalating where necessary and driving resolution.
- Build strong working relationships with internal and external stakeholders to ensure successful project delivery.
- Provide clear, timely, and tailored reporting to senior managers, sponsors, and boards.
- Champion user-centred approaches and inclusive engagement throughout project lifecycles.
- Contribute to the development and use of practical tools, templates, and resources to

support project delivery.

- Attend and contribute to project boards, working groups, and review meetings as required.

Advanced Responsibilities (PO5 – in addition to PO4)

- Develop and manage detailed project plans, ensuring timelines, costs, and quality standards are met.
- Produce and maintain key project documentation, including business cases, implementation plans, and benefits tracking.
- Identify and manage dependencies across projects and services, ensuring alignment and coordination.
- Monitor resource allocation and flag gaps or risks to delivery.
- Lead stakeholder engagement and communications, ensuring clarity, transparency, and buy-in.
- Manage complex projects with cross-cutting impacts across the council, requiring strong leadership and relationship-building skills.
- Procure and manage external suppliers or services where needed to support delivery.

Senior Responsibilities (PO6 – in addition to PO4 & PO5)

- Lead high-value, cross-cutting transformation programmes with financial benefits of up to £5 million, where decisions carry significant service, financial, and reputational consequences for the Council.
- Design and lead innovative change initiatives, including prototyping and piloting new service models, using creative methods (Agile, design-led, digital tools) to test, refine, and embed solutions.
- Translate strategic objectives into deliverable programmes, balancing competing political, financial, and operational priorities.
- Anticipate and respond to complex organisational risks, including political sensitivities, financial pressures, and external scrutiny, making recommendations on mitigation strategies at senior levels.
- Ensure that benefits realisation is embedded at strategic level — identifying, measuring, and tracking outcomes with significant financial, operational, and cultural impacts.
- Analyse and interpret complex data, producing high-quality insights and recommendations for senior boards, including presenting sensitive or politically significant issues to elected members.
- Sponsor and lead a culture of continuous improvement, ensuring lessons learned from projects are applied across the Council to strengthen organisational resilience and capability.

Internal Contacts: This will include Programme Managers, Business Analysts, IT & Digital colleagues, Chief Officers, elected members, other Councillors, senior staff in other Directorates, members of the key governance boards and working groups.

External Contacts: This will include residents, public sector partners and colleagues in similar roles across local government for knowledge sharing.

As a Lewisham Officer you will:

- Be responsible for professional advice and support in the service area to deliver in partnership with others the councils' vision, values and ways of working.
- Ensure the delivery of identified service objectives and continuous improvement of service targets.
- Ensure performance and quality improvement through supporting and nurturing others to lead and manage innovative approaches to achieving results.
- Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
- Carry out these and any other duties within the scope of the post flexibly and with full regard to the confidential nature of the post.
- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
- All employees are required to always comply with the Council's Health & Safety policies and procedures, taking due care for themselves, colleagues, and members of the public.
- Assist in carrying out the Council's environmental policy within the day-to-day activities of the post. · Undertake other duties, commensurate with the grade, as may reasonably be required.
- To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.
- All employees are required to always comply with the Council's Health & Safety policies and procedures, taking due care for themselves, colleagues, and members of the public.

Consideration will be given to making reasonable adjustments for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE
TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title:	Grade	No of posts
Project Officer	PO3	2
PMO Apprentice	SC1	1

Number of partially managed staff: *Responsible for matrix managing project teams of various sizes.*

PERSON SPECIFICATION

Designation:	Project Manager	Grade:	PO4 - PO6
Reports to (Designation) :	Head of Transformation Delivery, Insight and Assurance	Grade:	SMG3
Directorate:	Chief Executive's Directorate	Section:	Strategy, Transformation, Equalities and Performance

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post. Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge	<p>PO4</p> <ul style="list-style-type: none"> • Understanding of project and programme management principles and techniques. • Understanding of team dynamics and collaborative working. • Awareness of information governance issues and relevant legislation. • Awareness of procurement processes and principles. <p>PO5 (in addition to PO4)</p> <ul style="list-style-type: none"> • Understanding of local government context and service delivery challenges. • Strong understanding of financial management and budgetary control. • Strong understanding of risk management in project and programme delivery. • Detailed understanding of the links between programme and project management. <p>PO6 (in addition to PO4 and PO5)</p> <ul style="list-style-type: none"> • Strong understanding of benefits identification and realisation. • Expert understanding of financial, material, human resource, and cultural implications of change. • Expert understanding of strategic programme delivery and high-value project management. 	<p>S</p> <p>S</p> <p>S</p> <p>S</p>
Experience	<p>PO4</p> <ul style="list-style-type: none"> • Experience managing projects in a complex organisational environment. • Experience working within a structured project office environment. • Experience supporting service transformation and change initiatives. • Experience of process redesign and implementation. <p>PO5 (in addition to PO4)</p> <ul style="list-style-type: none"> • Demonstrable track record of delivering projects on time, within budget, and to a high standard. • Experience managing complex, multi-stakeholder projects. • Experience developing business cases and implementation plans. • Experience leading stakeholder engagement and communications. <p>PO6 (in addition to PO4 and PO5)</p> <ul style="list-style-type: none"> • Experience managing high-value projects (up to £1 million). 	<p>S</p> <p>S</p> <p>S</p> <p>S</p>

	<ul style="list-style-type: none"> • Experience influencing strategic decision-making and resource allocation. • Experience reporting to senior boards and executive stakeholders. 	
Skills and Aptitude	<p>PO4</p> <ul style="list-style-type: none"> • Strong analytical and problem-solving skills. • Ability to manage multiple priorities and remain calm under pressure. • Excellent written and verbal communication skills. • Ability to lead, motivate, and support teams. • Ability to build effective working relationships across the organisation. • Proficiency in MS Office tools (Word, Excel, PowerPoint, Visio). • Flexible and proactive approach to delivery. <p>PO5 (in addition to PO4)</p> <ul style="list-style-type: none"> • Ability to manage conflict and influence outcomes. • Ability to identify and manage project dependencies and resource gaps. • Ability to track and report on benefits and cost-avoidance savings. <p>PO6 (in addition to PO4 and PO5)</p> <ul style="list-style-type: none"> • Ability to lead strategic projects with complex stakeholder landscapes. • Ability to interpret and present complex data to senior audiences. • Ability to manage high-pressure environments and competing demands. 	<p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p>
General Education	<p>PO4</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent experience. <p>PO5 – PO6 (in addition to PO4)</p> <ul style="list-style-type: none"> • PRINCE2 Practitioner or equivalent project management qualification. 	
Equality & Diversity	Demonstrates a strong understanding of and commitment to Equality, Diversity, and Inclusion, and how these principles apply to the role.	
Personal Qualities	<p>Candidates are expected to adhere to Lewisham's values</p> <p>Ambitious</p>	

	Inclusive Collaborative Accountable Trustworthy	
Circumstances	Must be prepared to work outside normal office hours in order to meet strict timetables and achieve required outcomes.	

DBS Disclosure Required? **No** ☒