

## Service Document Standard Form:

### Role Profile: Project Manager

Linked documents: Job Evaluation Guidance Note



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#### ROLE DETAILS:

<b>Role Title:</b>	Project Manager
<b>Grade:</b>	Scale J
<b>Service area:</b>	Technology, Transformation & PMO
<b>Responsible to:</b>	Head of Technology, Transformation & PMO

#### PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

1. To lead and manage the successful delivery of projects from initiation through to completion, ensuring they are delivered on time, within scope, and within budget.
2. The Project Manager will coordinate internal resources and third parties/vendors for the execution of projects thus supporting the delivery of the Community Risk Management plan 2025-2030, goals and objectives of the service.

#### DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

##### **Financial** (direct or non-direct):

- Oversee the financial planning, budgeting, and forecasting for projects.
- Track the financial spend of projects against budget(s) and prepare project financial reports
- Project budgets could range from £10k-£4million
- Develop and implement financial strategies to optimize project financial performance and mitigate risks

##### **Staff responsibilities** (direct or non-direct):

- The post does not currently have direct line management responsibilities. However, the post-holder manages and drives individuals and their line managers regarding the delivery of projects using resources from across the service utilising matrix management.

##### **Any other statistical data:**

- The post is responsible for the recording of project progress providing regular reports to the Head of Technology, Transformation and PMO, project owner and up to the Service's Programme Board.
- Project timescales will range from 3 months to 3 years.

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### **PRINCIPAL ACCOUNTABILITIES:** *What the role is accountable for and required to deliver*

- Define the project's governance arrangements ensuring they are in line with the BFRS project management process and governance model.
- Responsible for managing and delivering the projects from inception through to delivery, implementation, benefits tracking and realisation, and handover to BAU within the set budget, timeframe and quality tolerances.
- Define and agree the scope, goal, objectives and deliverables and take ownership of their delivery working with the respective teams to define, agree and track the benefits realisation.
  - Manage the specific requirements of projects and ensure they are documented and regularly reviewed with their business owners.
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner.
- Prepare and track budgets based on scope of work and resource requirements.
- Develop and manage a detailed projects schedule and work plan managing out blockages and slippages.
- Ensure the delivery of the project is to the appropriate level of quality, on time and within budget, in accordance with the project plan and governance arrangements.
  - Manage communications with all stakeholders
  - Provide project updates on a consistent basis to various stakeholders regarding progress and adjustment.
- Build strong delivery teams, motivate and supervise project team members(internal) and suppliers(external), and influence them to take positive action and accountability for their assigned work
  - Manage the work of the project teams and ensure project team members are aware of their deliverables.
  - Manage vendors, suppliers and third parties involved in the delivery of projects.
- Identify and manage risks and issues to ensure the project successful outcome, ensuring the timely reporting to relevant boards.
- Manage project inter-dependencies.
- Proactively manage changes in project scope using the correct change management processes, identify potential crises and devise corrective plans to ensure the project remains on track and in line with Service needs.
- Track the success of individual projects against the project's goals and objectives, also identifying areas for improvement.
  - Drive business change from within projects.
- Provide regular reports on project progress. Escalate issues in a timely manner to prevent problems escalating unnecessarily.
- Work with the business owner to transition project outcomes to the new business as usual position.
  - Manage the development of documentation needed for the project to go live, such as user guides, training manuals, FAQ's, process workflows.

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- Evaluate the successes and challenges of the project to enhance learning for future projects, ensuring the outputs and outcomes are used to influence the organisational delivery of projects.
- Build, develop, and grow positive and effective business relationships with colleagues from all departments and promote culture of trust and collaboration.
- Promote innovation, identify opportunities for improvement and act upon them as appropriate.
- To deputise for the Head of Technology, Transformation & PMO, in project matters, as required

### DECISION MAKING:

#### Make decisions:

- To use professional judgement to make decisions on tasks within the job role.
- Responsible for all day-to-day project decisions

#### Significant say in decisions:

- Member of project boards, will make recommendations and influence high level strategic decisions

### CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

#### Internal:

- Establish and maintain effective working relationships with colleagues at all levels.
- Regular contact with managers and employees to support the engagement and communications required to deliver the allocated projects.
- Work as part of the PMO team.

#### External:

- Multiple contacts outside the service including
  - Other Fire Services
  - Partners e.g. local councils, other emergency services
  - Suppliers
  - Contractors

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### PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- To support the effective implementation and embedding of relevant policies and procedures
- To support the effective implementation and embedding of equality, diversity and inclusion
- To share the Service's commitment to safeguarding and promoting the welfare of children and vulnerable adults
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

### Behaviours we are looking for:

- **Professional:** Upholds integrity, compassion, and respect. Values diversity and advocates inclusiveness
- **Connected:** Personable with strong communication skills. Builds meaningful relationships and manages stakeholders effectively
- **Empowering:** Supports team success, celebrates achievements and fosters a collaborative environment
- **Ambitious:** Creative problem solver who embraces new technology. Proactive and able to juggle multiple projects

### REQUIREMENTS: Essential Criteria

*The skills, knowledge, qualifications and training required to perform the role*

### Qualifications & Training:

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- Relevant and appropriate project management qualification e.g. Project Management Professional, Association of Project Management, PRINCE2 or equivalent project management experience.
- Degree or equivalent or demonstratable experience

#### Experience:

- Previous project management experience
- Project planning and project scheduling experience
- Exposure to a variety of project or programme management methods and techniques
- Experience of successfully managing vendors and suppliers
- Experience of leading or managing diverse teams
- Exposure to organisational change projects

#### Skills/Knowledge:

- People management skills
- Excellent organisational skills
- Excellent communication skills, written and verbal, technical and non-technical
- Good analytical and problem solving skills
- High levels of attention to detail
- Ability to effectively prioritise under pressure
- Competent use of project management and planning tools, Microsoft project, Microsoft office, ability to learn, understand and apply new technologies.
- Ability to travel independently around Buckinghamshire and Milton Keynes and at times further afield.

## REQUIREMENTS: Desirable Criteria

*The skills, knowledge, qualifications and training required to perform the role*

#### Experience:

- Previous Programme management experience
- Previous line management experience
- Experience in non-technical projects, e.g. office refurbishment or move projects
- Experience of managing business process improvements
- Experience of delivering change management within an organisation

#### Skills / Knowledge:

- Good researching skills
- Good commercial, contractual, negotiation and financial skills
- Good knowledge of Fire Service process and culture

## ANY ADDITIONAL INFORMATION:

*Information relevant to the role.*

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The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.