

Recruitment Information Pack



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

ICT PROJECT MANAGER

VACANCY REF:	SFRS00670
CONTRACT STATUS:	Permanent
GRADE:	8
LOCATION:	Flexible (Johnstone, Glasgow, Newbridge or Edinburgh)
DEPARTMENT:	Information Communication Technology, Finance and Contract Services
SALARY:	£40,817 - £43,955
HOURS:	35
CLOSING DATE:	9 April 2017

The vacancy information pack is designed to provide you with as much information as possible, relevant to the role and the SFRS recruitment and selection process.

The SFRS is an equal opportunities employer and a Disability Confident Employer, our selection processes have been designed to promote equality of opportunity for all. As such we will ensure that all applicants that declare a disability and who meet the minimum criteria for the post will be invited to attend for interview.

If you have any further questions, please contact the Workforce Planning and Resourcing Team on 01698 402332 or email SFRS.Vacancies@firescotland.gov.uk.



CORPORATE STATEMENT

The Scottish Fire and Rescue Service is here to serve the people of Scotland – 24 hours a day, 7 days a week, 365 days a year.

Our Service was established on 1st April 2013, bringing together the collective skills and experience from across Scotland's previous eight fire and rescue services.

You may think that our role is pretty straightforward – to prevent and control fires but, as any of our 8,000 firefighters will tell you, there's much more to the job than that.

The best way to deal with an emergency is to prevent it from happening in the first place, and our role starts long before any 999 call is made. We work in close partnership with local communities' right across Scotland to deliver crucial safety messages in the fight against fire.

When emergencies do occur, our staff are ready and equipped to respond, attending tens of thousands of specialist service and Road Traffic Incidents (RTCs) every year as well as a wide range of fires.

Our high service standards have demanded an ever increasing commitment to development and our firefighters continue to be amongst the best equipped and most highly trained in the world.

Our retained and volunteer staff are part-time firefighters who provide a vital service to our remote or more rural communities; most of them are women and men whose primary employment is in another field, but who deliver the same range of emergency service as their wholetime colleagues.

Our aspiration is that by working together for a safer Scotland, we can help reduce the incidence of fire.



JOB DESCRIPTION

JOB TITLE:	ICT Project Manager
GRADE:	8
LOCATION:	Flexible (Johnstone, Glasgow, Newbridge or Edinburgh)
DEPARTMENT:	Information Communication Technology, Finance and Contract Services
SALARY:	£40,817 - £43,955
RESPONSIBLE TO:	ICT Business Partner Delivery
DATE:	April 2016

N.B. Please note that whilst this job description is indicative of the nature and level of responsibilities associated with this role, it will be subject to change as the role evolves and the new structure for the SFRS becomes embedded.

ROLE OVERVIEW

The ICT Project Manager's role is to undertake the project management of major ICT and/or business projects, both within ICT and for customer departments. The Project Manager will work within industry recognised project management methodologies and will provide advice and guidance to customer departments on project management issues.

The role will provide guidance and leadership in projects, develop relationships with the business community to ensure adequate support is provided and apply project management best practices appropriately. The role will cover all aspects of project management including project team development and management, project planning, reporting of progress and exceptions (cost, time, quality etc.) in line with governance procedures, conduct and management of project meetings and proactive management and reporting of project budgets, risks and issues.

A further key aspect of the role is to manage multiple external suppliers to projects and carry out procurement processes in line with the Service's financial procedures. The Project Manager will also contribute to the development and implementation of ICT strategies, policies and procedures in the project management field and will play a significant role in raising and maintaining a positive profile for ICT within the wider organisation.

KEY CONTACTS

- SFRS Business Stakeholders
- ICT section managers and staff
- External Suppliers

FUNCTIONAL RESPONSIBILITIES / KEY TASKS

- Plan and fully manage multiple and significant ICT and business projects across the Service through the full solutions lifecycle
- Develop project plans for the full lifecycle of projects from conceptualization to post implementation review
- Plan and manage all stages of projects lasting from 6 months to 3 years
- Plan and manage all resources required for delivery of projects being managed
- Plan and ensure delivery of any required procurement processes within projects
- Manage project team outputs to ensure quality standards are attained on all deliverables
- Plan and manage project governance and reporting in line with agreed service standards
- Manage ISO & ITIL based processes and procedures across own team, exploiting the use of technologies available to their maximum extent
- Direct or matrix management of allocated project staff and supervision of the development of team plans to prioritise and schedule staff in line with project requirements
- Implement and manage agreed project management methodologies in project team and provide advice on same across all ICT teams and business users
- Act as first point of escalation for the project team, evaluate problems and provide direction and solutions to the team and stakeholders
- Manage and communicate performance reporting of project team to stakeholders and ICT management
- Analyse project performance management outputs regularly to identify areas for improvement
- Contribute to the development of long and short term inter-dependent plans for the full range of ICT services provided by ICT
- Collaborate closely with ICT Managers and Team Leaders in delivery of project resources
- Contribute to the development of the ICT Project Office, providing guidance and insight into governance and project control policies and procedures
- Responsible for managing agreed project budgets ranging from £100k up to £2 million

MANAGEMENT RESPONSIBILITIES

- Responsible for allocated projects' governance.
- Responsible for actively managing allocated projects' risk
- Responsible for managing stakeholders on allocated projects
- Responsible for allocated projects' communications
- Responsible for compliance with agreed standards and procedures on allocated projects

ADDITIONAL INFORMATION

Criteria

Essential Criteria

- Educated to degree level in an appropriate discipline or equivalent experience
- Prince 2 Practitioner or PMI or equivalent
- Significant experience of managing ICT technical and/or development projects
- Evidence of continued professional development
- Skills and experience in at least 3 of the following areas:
 - Business Analysis
 - Software Development
 - Technical Infrastructure
 - ITIL V3
 - ISO9001

Desirable Criteria

- ITIL V3 Foundation certification
- Experience of public sector procurement
- Experience of working within a formal quality environment
- Experience of working within an emergency services environment
- Knowledge of broad industry trends and technology shifts

THE FOLLOWING PERSONAL QUALITIES & ATTRIBUTES (PQAs) ARE REQUIRED WITHIN THIS ROLE:

Commitment to Diversity and Integrity:

- Conscientious, awareness of importance of confidentiality

Openness to Change:

- Proactively supports change, adjusting approach to meet changing requirements

Confidence and Resilience:

- Maintains a confident, controlled and focused attitude in highly challenging situations

Working with others:

- Works effectively with others
- Leads, involves and motivates others

Effective Communication:

- Excellent interpersonal skills
- Ability to communicate effectively both orally and in writing

Commitment to Development:

- Committed and able to develop self, individuals, teams and others to improve organisational effectiveness

Problem Solving:

- Understands and applies relevant information to make appropriate decisions and create practical solutions

Situational Awareness:

- Has an active awareness of environment to promote safe and effective working
- Evidence of a thorough knowledge of fire and community safety issues

Commitment to Excellence:

- Leads others to achieve excellence by the establishment, maintenance and management of performance requirements

Planning and Implementing:

- Ability to prioritise own workload and work on own initiative
- Creates and implements effective plans to manage workload in line with organisational objectives and priorities

GENERAL RESPONSIBILITIES

- The post holder shall ensure that all duties of the post are undertaken in accordance with the Equality Act 2010, the Human Rights Act 1998, the SFRS's Code of Conduct, Dignity and Integrity at Work Policy and other policies designed to protect employees and service users from discrimination and harassment. It is the duty of the post holder to actively promote equalities, encourage a workplace culture of inclusivity and not to act in an unlawfully prejudicial or discriminatory manner towards employees or service users.
- To promote the health, safety and welfare of employees at work and of service users through the implementation of the Scottish Fire and Rescue Service's Health and Safety Policies in accordance with all relevant statutory requirements, leading by example.
- To protect the confidentiality at all times of customers, partner organisations, and other third parties, where applicable by ensuring that reporting employees comply with the organisations IT Security Policy and procedures.

THE SELECTION PROCESS

ONLINE APPLICATION

Please ensure that you complete the on-line application as fully as you can. It is important that you demonstrate how you meet the essential and desirable criteria outlined within the Job Description.

SHORTLISTING

The SFRS evaluate candidate suitability for a role by assessing your knowledge, experience and skills in relation to the criteria for the role and the Personal Qualities and Attributes (PQAs) detailed within the Job Description.

You need to be clear and specific about your skills and experience as only the most suitable applicants will be selected for interview on the basis of the evidence provided in the application.

ROLE SPECIFIC ASSESSEMENT

The SFRS endeavor to identify and select the best candidate for each role and use assessment tools e.g. Psychometric tests or practical exercises such as presentations or a written exercise, to offer further objective information about a candidates' abilities in relation to the role applied for.

The tests give a measure of your strengths/limitations. Research has shown that people who do well in these tests go on to do well in the job itself.

For further help and preparation tips relating to psychometric tests, you can click on the following link, where you will be able to practice different types of ability and personality tests; [Practice Tests](#). Alternatively you can do a Google search for different types of tests.

As you progress through the selection process, you will receive more detail about any tests you may be asked to complete.

INTERVIEW

PQAs measure the underlying attitudes and behaviours upon which good performance lies. To ensure you are in the best position to perform to your highest standards during our selection process, make sure you review the PQAs outlined in the Job Description, and have prepared examples of times you have successfully demonstrated these behaviours in the past. PQAs are sometimes referred to as 'competencies': for tips on how to prepare you may wish to conduct an internet search e.g. "preparing for a competency based interview".

OFFER

If successful we will issue an offer of appointment. The offer of appointment will be conditional and subject to the following pre-employment checks:-

→ **Confirmation of Right to Work in the UK**

In line with the Immigration, Asylum & Nationality Act 2006, all candidates applying for SFRS roles must be eligible to live and work in the UK. Documented evidence of eligibility will be requested from candidates as part of the selection process and will require to be checked and verified.

→ **Medical**

Candidates are either requested to attend a pre-employment medical examination or complete a pre-employment medical questionnaire; both of these are subject to approval from our Occupational Health Physician.

We expect high levels of attendance from our employees. As part of the medical process we ask you to provide details of your attendance at work in the previous year. Absences of more than 10

working days may be investigated further with due consideration given to the timescales and reasons for these absences.

→ **Receipt of satisfactory references.**

When completing the application form you will be asked to include details of two referees. We recommend that you obtain the approval of any individual whose details you input into this section. If we do not receive references timeously this may affect your start date and appointment with the SFRS.

The referees should be two individuals who have known you for at least 12 months and who know you in a work capacity or can comment on your ability to carry out the role applied for. At least one of these should be from your current employer, where possible, providing you have been employed with them for a period of at least 12 months prior to submitting your application. The referees should not be related to you in any way.

Referees will not be contacted unless a formal Offer of Employment is made.

→ **Criminal Record Check**

Dependent on the nature of the post, it may be necessary to undertake a criminal record check. This may be a standard, enhanced or PVG disclosure. The SFRS will pay the required fees associated with the criminal record check.

Further information on the Disclosure process can be found at www.disclosurescotland.uk

Should any of the above stages not be fully satisfied, the conditional offer of employment may be withdrawn or deferred for review of individual circumstances.

DISABILITY

As a "Disability Confident Employer" we guarantee anyone with a disability whose application meets the minimum criteria for the post. By "minimum criteria" we mean that you must provide us with evidence in your application form which demonstrates that you generally meet the level of competence required for each competence, as well as meeting any qualifications, skills or experience defined as essential.

As part of the application, you will be given the opportunity to specify your disability and detail any special requirements that you wish to be considered within our selection process.

DIVERSITY MONITORING FORM

The SFRS values diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the diversity monitoring form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

KEEPING IN TOUCH

We aim to keep you up to date on the progress of your application. All communications will be sent to the e-mail address provided by you on your application. Please ensure that you keep your personal details updated at all times and that you regularly check your e-mail account and spam folder.

Good luck with your application!