

### JOB PROFILE

**Profile** Project / Team Leader

**MITA Career Level** 4

*Based on SFIA v6 Responsibility Levels*

### SUMMARY STATEMENT

Leads and supervises the delivery of a project or service to ensure that these are delivered on time, within budget and according to standards.

### MISSION

Ensures successful implementation of services and projects. Liaises with stakeholders and customers and co-ordinates resources to ensure successful delivery.

### DELIVERABLES

<b>Accountable</b>	<ul style="list-style-type: none"> <li>• Project / Service / Function</li> </ul>
<b>Responsible</b>	<ul style="list-style-type: none"> <li>• Resources</li> <li>• Risk Management</li> <li>• Stakeholder Relations</li> </ul>
<b>Contributor</b>	<ul style="list-style-type: none"> <li>• Agency Strategy</li> <li>• People Development</li> </ul>

### MAIN TASKS

- Assists with responsibility for the day-to-day activities of a project/service/function ensuring that the delivery of new products or services is to the appropriate levels of quality, on time and within budget, and in accordance with company and EU policies and procedures.
- Assists with engaging and supporting the client in the compilation of plans and in the definition and launch of related initiatives within area of responsibility.
- Assists the client and/or the Agency in the preparation of Business Cases for initiatives and for the development of costed proposals and tenders.
- Assists with planning and designing the various deliverables within the Project/Service/Function, regularly monitoring their overall progress, resolving issues and initiating corrective action as appropriate.
- Leads the procurement process for professional products/services from specification, to placing contracts, ensuring strict adherence with public procurement legislation.
- Manages third party contributions to the project/service/function such as contractors.
- Contributes towards communications with stakeholders; deliver presentations, contribute articles and participate in meetings and conferences on related issues and initiatives.
- Contributes towards risk management – anticipate and prevent bottlenecks, manage prioritization and balance needs, initiating extra activities and other management interventions wherever gaps in the project/service/function are identified or issues arise.
- Reports progress at regular intervals to the various stakeholders and escalate issues when necessary.
- Keeps abreast of the international and especially EU trends and participate and represent MITA in

related events, building relationships with academic, government, and corporate institutions.

- Transfers skills to more junior members of staff; assist with identifying the training needs of the staff within the team and ensures that those that are agreed to are scheduled and delivered.
- Other duties as assigned.

#### ESSENTIAL BASIC ATTRIBUTES *Based on SFIA v6 according to Responsibility Levels (Appendix I)*

<b>Autonomy</b>	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
<b>Influence</b>	Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
<b>Complexity</b>	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.
<b>Business Skills</b>	Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development.

#### ESSENTIAL PROFESSIONAL ATTRIBUTES *Based on SFIA v6 (Appendix I)*

Code	Description	SFIA Level
TECH	Technical Specialism	4
SCTY	Information Security	4 <sup>1</sup>
BURM	Business Risk Management	4
COPL	Continuity Management	4
DATM	Data Management	4 <sup>2</sup>
METL	Methods and Tools	4
PRMG	Project Management	4
BUAN	Business Analysis	4
PROF	Portfolio, Programme, and Project Support	4
REQM	Requirements Definition and Management	4
BSMO	Business Modelling	4
RLMT	Stakeholder Relationship Management	4
SLMO	Service Level Management	4
SORC	Sourcing	4

<sup>1</sup> Level 4 is required for positions in PMD, ISD, SMD, ISCD and TDED

<sup>2</sup> Level 4 is required for positions in PMD, ISD, SMD, ISCD and TDED

<b>CSMG</b>	Customer Service Support	4
<b>ITCM</b>	Contract Management	4

**ESSENTIAL SOFT SKILLS** *Based on ESCO database (Appendix II)*

Social Skills – Lead other, working with others and as a team  
 Attitudes and Values  
 Thinking – Creative and Analytical  
 Communication – Verbal and non-Verbal

**CERTIFICATION**

**Name** Relevant Professional Certification  
**Mandatory** No

**ELIGIBILITY CRITERIA**

One of the following in an ICT related area:

- i. A qualification in a related area (MQF Level 7 OR higher); OR
- ii. A qualification in a related area (MQF Level 6) AND an additional 1 year experience in a related area; OR
- iii. A qualification in a related area (MQF Level 5) AND an additional 3 year experience in a related area; OR
- iv. A qualification in a related area (MQF Level 4) AND an additional 4 year experience in a related area; OR
- v. 5 years experience in a related area.

**REPORTING LINE**

**Reports to** Head of Department or delegate  
**Interacts with** Peers  
**Supervises** As assigned

**WORKING CONDITIONS**

Normal office hours with possibility to provide support in unscheduled or crisis situations after hours and/or on weekends.

## APPENDIX I - SFIA SKILLS DEFINITION

**TECH Technical Specialism: Level 4** Maintains knowledge of specific specialisms, provides detailed advice regarding their application and executes specialised tasks. The specialism can be any area of information or communication technology, technique, method, product or application area.

**SCTY Information Security: Level 4** Explains the purpose of and provides advice and guidance on the application and operation of elementary physical, procedural and technical security controls. Performs security risk, vulnerability assessments, and business impact analysis for medium complexity information systems. Investigates suspected attacks and manages security incidents. Uses forensics where appropriate.

**BURM Business Risk Management: Level 4** Investigates and reports on hazards and potential risk events within a specific function or business area.

**COPL Continuity Management: Level 4** Provides input to the service continuity planning process and implements resulting plans.

**DATM Data Management: Level 4** Takes responsibility for the accessibility, retrievability and security of specific subsets of data. Assesses the integrity of data from multiple sources (including, for example, from sensors & measurement systems). Provides advice on the transformation of data/information from one format/medium to another, where appropriate. Maintains and implements information handling procedures. Enables the availability, integrity and searchability of information through the application of formal data structures and protection measures. Manipulates specific data from information services, to satisfy local or specific information needs.

**METL Methods & Tools: Level 4** Provides expertise and support on use of methods and tools.

**PRMG Project Management: Level 4** Defines, documents and carries out small projects or sub-projects (typically less than six months, with limited budget, limited interdependency with other projects, and no significant strategic impact), alone or with a small team, actively participating in all phases. Identifies, assesses and manages risks to the success of the project. Agrees project approach with stakeholders, and prepares realistic plans (including quality, risk and communications plans) and tracks activities against the project schedule, managing stakeholder involvement as appropriate. Monitors costs, timescales and resources used, and takes action where these deviate from agreed tolerances. Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.

**BUAN Business Analysis: Level 4** Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes. Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identifies options for consideration. Works iteratively with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests.

**PROF Portfolio, Programme and Project Support: Level 4** Takes responsibility for the provision of support services to projects. Uses and recommends project control solutions for planning, scheduling and tracking projects. Sets up and provides detailed guidance on project management software, procedures, processes, tools and techniques. Supports programme or project control boards, project assurance teams and quality review meetings. Provides basic guidance on individual project proposals. May be involved in aspects of supporting a programme by providing a cross programme view on risk, change, quality, finance or configuration management.

**REQM Requirements Definition and Management: Level 4** Facilitates scoping and business priority-setting for change initiatives of medium size and complexity. Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source. Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a base-line on which delivery of a solution can commence. Manages requests for and the application of changes to base-lined requirements. Identifies the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position.

**BSMO Business Modelling: Level 4** Conducts advanced modelling activities for significant change

programmes and across multiple business functions. Has an in-depth knowledge of organisation-standard techniques. Plans own modelling activities, selecting appropriate techniques and the correct level of detail for meeting assigned objectives. May contribute to discussions about the choice of the modelling approach to be used. Obtains input from and communicates modelling results to senior managers for agreement.

**RLMT Stakeholder Relationship Management: Level 4** Implements stakeholder engagement/communications plans, including, for example; handling of complaints; problems and issues; managing resolutions; corrective actions and lessons learned; collection and dissemination of relevant information. Uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.

**SLMO Service Level Management: Level 4** Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.

**SORC Sourcing: Level 4** Reviews business cases (requirements, potential benefits and options) and determines appropriate procurement routes. e.g., open market or collaborative framework. Using market knowledge to inform specifications, ensures detailed pre-qualification questionnaires and tender invitations are prepared. Collects and collates data to support collaboration and negotiates terms and conditions to reflect the scale of requirements and encourage good performance. Evaluates tenders based on specification and evaluation criteria, prepares acceptance documentation and advises on contracts and service level agreements. Monitors and reports on supplier performance, information security, customer satisfaction, and market intelligence. Investigates, resolves or escalates problems. Implements supplier service improvement actions and programmes.

**Customer Service Support: Level 4** Monitors customer service or service desk functions, and collects performance data. Assists with the specification, development, research and evaluation of services standards. Applies these standards to resolve or escalate issues and gives technical briefings to staff members.

**Contract Management: Level 4** Sources and collects contract performance data (such as pricing and supply chain costs), and monitors performance against KPIs. Identifies and reports under-performance and develops opportunities for improvement. Monitors compliance with Terms and Conditions and take appropriate steps to address noncompliance. Pro-actively manages risk and reward mechanisms in the contract. Monitors progress against business objectives specified in the business case. Identifies where change is required, and plans for variations. In consultation with stakeholders, ensures that change management protocols are implemented.

**APPENDIX II - ESCO DATABASE****Social Skills**

## Leading Other

- Build relationships – encourage staff and colleagues, mentor, motivate staff and colleagues
- Exercise responsibility – decide priorities, facilitate groups, foster quality, support change, support colleagues

## Working with Others - work as part of a team

- Accept constructive criticism
- Collaborate on tasks
- Foster social networks
- Give constructive criticism
- Share information
- Share opinions
- Share resources

**Attitudes and Values at Work**

## Attitudes

- Demonstrated commitment – attend to detail, attend to quality, be curious, make an effort, meet commitments, persist, show enthusiasm, work efficiently, work independently
- Handles challenges – adapts to changes, build on experience, cope with pressure, deal with uncertainty, learn from mistakes, manage frustration

## Values

- Follow ethical work practice – identify environmental impact, identify ethical issues, identify social impact, make ethical choices, reflect on own work practices
- Show respect – demonstrate tolerance, show consideration, show good manners, treat people fairly, work with different viewpoints

**Thinking**

## Creative and Entrepreneurship

- Generate new ideas – anticipate needs, experiment, recognise opportunity, show originality, visualise completed work
- Turn new ideas into action – adapt implementation strategy, create implementation strategy, produce original work

## Critical thinking

- Examine evidence – check facts, consider alternative views, consider impact of judgement, critique reasoning, notice bias
- Explore issues – ask key questions, draw conclusions, explain reasoning, identify live topics, identify patterns, make judgements, question assumptions, recognise connections

## Learning

- Manage learning process – monitor learning process, plan learning, use different learning strategies
- Manage the learning self – prioritise learning tasks, reflect on learning process

## Planning own work

- Follow plan – monitor progress
- Manage time – work out time line
- Sets target – identify tasks

## Problem Solving

- Analyse the problem – examine causes of problem, explore context of problem, identify stakeholders involved

- Plan for action – devise strategy, prioritise actions, set goals
- Take action to solve the problem – coordinate actions, evaluate success, implement strategy, multi task, troubleshoot

### **Communication**

#### Non-verbal communication

- Respond to cultural differences
- Understands non-verbal cues – read different types of eye contact, read different types of touch, read facial expressions, understand gestures, understand postures, understand uses of personal space
- Use non-verbal cues – make appropriate use of eye contact, make appropriate use of personal space, make appropriate use of touch, use appropriate facial expressions, use appropriate gestures, use appropriate postures

#### Verbal communication

- Spoken interaction – debating techniques, interrogating, negotiating, persuading
- Spoken production – presentation techniques