

## Role definition

Job title:	Project Manager		
Reports to:	Head of Infrastructure		
Direct reports:	n/a		
Business unit:	IT	Location:	Flexible/Midlands

### Summary

To understand complex challenges, and form projects which will deliver solutions to users' requirements or problems to agreed time, cost and quality expectations; in line with the plan, and subject to change control.

To co-ordinate, manage and deliver multiple projects.

### Key objectives

- **Project** – work within project governance to deliver solutions to agreed timescales, cost and quality
- **Service delivery** – anticipate and focus on the needs of customers as a priority (both internal and external) and act to ensure they are met. Ensure all projects are transitioned into support seamlessly
- **Change** – adhere to change control and ensure all changes are clearly planned and released with minimal disruption to the live environment
- **Stakeholder management** – engage with all stakeholders, develop strong relationships and provide timely and accurate project information

### Principal responsibilities and accountabilities

## Person specification

### Qualifications and training

- Educated to Degree level or hold a minimum of 5 years' experience
- Hold industry relevant qualifications such as Prince2 or APMP
- Understanding of ITIL and Business Analysis

## Technical skills and experience

- Experience of formal methods, processes and documentation standards
- Good interpersonal skills and ability to explain technical solutions in business terms
- Good spoken and written communication skills and presentational skills
- Good organisational and time management skills
- Strong analytical and problem-solving ability
- A high degree of accuracy and attention to detail
- Customer focussed
- Proven experience in delivering major projects across various disciplines (Application, Infrastructure and Software Development)
- Experience of Programme Management
- Experience of working with Agile Delivery methods
- Experience of leading and co-ordinating multi-resourced projects
- Strong understanding of principles and frameworks of successful project management
- Experience in using project management toolsets such as Microsoft Project

## Vision and values



“We will be the best in the industry through delivering exceptional customer service.”