Role definition

Job title:	Project Manager		
Reports to:	Head of Projects		
Direct reports:	n/a		
Function	IT	Location:	Manchester/Sheffield

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

Qualifications and training

- Educated to Degree level or hold a minimum of five 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

Role definition

Principal responsibilities and accountabilities

- Build strong relationships with project teams and business stakeholders
- To draft and submit business case proposals for budget approval
- Ensure that all projects are delivered on-time, within scope and within budget
- To produce and maintain project documentation and adhere to project governance as specified
- Choose and apply appropriate project methodologies / delivery methods e.g. Agile / Waterfall
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Estimate the resources needed to achieve project goals and obtain availability and allocation
- Develop a detailed project plan with clear milestones to monitor and track progress
- To identify and manage project dependencies and critical path
- Coordinate internal resources and third parties/vendors as required
- Undertake supplier management ensuring competitive pricing and performance
- Manage changes to the project scope, project schedule, and project costs
- Measure and drive project performance using appropriate tools and techniques
- Develop, plan and carry out appropriate tests as required for new services
- To resolve issues and conflicts within the project
- To carry out and contribute to Project Board meetings and manage the relationship with project stakeholders
- To monitor and report project status and forecasts to the accepted standard and schedule.
- To manage delivery, implementation and transition into Operational Support through the appropriate decision-making bodies
- To conduct project Lessons Learned workshops, pull together recommendations and create Closure report
- To gain Project Acceptance Sign Off
- Perform risk management to minimize project risks
- Establish and measure the project benefits