## Role Profile

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| **Job Title** | **Project Manager**  |
| **Business Unit / Group Function** | Central Services |
| **BU Team / Sub-Function** | GTS |
| **Location** | Richmond |
| **Leader** | Product Leader |
| **People Leadership** | No |
| **Job Level** | 4A |
| **Role Purpose** Plan, organise and direct the completion of specific projects alongside the business while ensuring these are delivered on time, on budget, and within scope. Support the Product teams with the completion and operation of the projects and applying the appropriate delivery methodologies to maximise the value created by the team |
| **Accountabilities*** Collaborate with the business and GTS stakeholders regarding priorities and requirements ensuring alignment with business objectives
* Support Product Owner in ensuring the Product team remains focused on delivery, utilising suitable delivery methodology in line with the agreed timescales
* Support Product owner in estimating capacity and managing budget for specific project in scope in a cost-effective manner within budget
* Identify, manage and report on project risks, risk mitigation measures and escalating to overall governance forums to ensure risks are managed proactively and effectively
* Align on global rollout timelines with Business and GTS stakeholders ensuring business objectives are met
* Lead the appropriate support definition to ensure handover to support and service transition is completed at end of the project in line with Business objectives in a timely manner
* Share best practices and learnings, as required; train, coach and mentor the team to deliver value using agreed project management methodologies
* Share learnings through communities of practice (CoP) across Product teams and project managers on specific topics e.g. functionality testing, issue resolution ensuring adherence to best practice and governance
* Facilitate discussions, decision-making, conflict resolution ensuring issues and performance improvements are captured and executed meeting defined project targets
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| Created by: | Lawrence McDonald |
| Creation Date: | October 2021 |
| HRBP: | Kirsty Morris |
| Date of last revision: | 22 November 2021 |

**Competencies**

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| **Planning and Organising**• Sets clearly defined objectives• Plans activities and projects well in advance and takes account of possible changing circumstances• Identifies and organises resources needed to accomplish tasks• Manages time effectively• Monitors performance against deadlines and milestones | **Presenting and Communicating Information**• Speaks clearly and fluently• Expresses opinions, information and key points of an argument clearly• Makes presentations and undertakes public speaking with skill and confidence• Responds quickly to the needs of an audience and to their reactions and feedback• Projects credibility | **Writing and Reporting**• Writes clearly, succinctly and correctly• Writes convincingly in an engaging and expressive manner Avoids the unnecessary use of jargon or complicated language• Writes in a well-structured and logical way• Structures information to meet the needs and understanding of the intended audience |
| **Persuading and Influencing**• Makes a strong personal impression on others• Gains clear agreement and commitment from others by persuading, convincing and negotiating• Promotes ideas on behalf of self or others• Makes effective use of political processes to influence and persuade others | **Delivering Results & Meeting Customer Expectations**• Focuses on customer needs and satisfaction• Sets high standards for quality and quantity• Monitors and maintains quality and productivity• Works in a systematic, methodical and orderly way • Consistently achieves project goals | **Adapting and Responding to Change**• Adapts to changing circumstances• Accepts new ideas and change initiatives• Adapts interpersonal style to suit different people or situations• Shows respect and sensitivity towards cultural and religious differences. • Deals with ambiguity, making positive use of the opportunities it presents |

**Skills and experience**

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| Educated to degree level or equivalent experience |
| 3-5 years of proven experience as project leader who can control a budget, manage the delivery of a solution, lead individuals within agreed upon timescales, and ensure a successful result / customer satisfaction |
| Proven track record of proactive project delivery working in an IT environment demonstrating a technical competence and understanding of modern IT and business practices |
| Formally trained in project management (preferably Prince2 or agile methodology) and business analysis |
| Comprehensive understanding of project lifecycle methodologies, change control, technical infrastructure and IT service management |
| Strong communication, process, logical thinking and organisation skills |
| Capable of working across multiple, concurrent projects while maintaining independence of action, demonstrating the ability to prioritise activities and escalate issues appropriately |
| Demonstrates a strong team working ethic and collaborative approach to delivery with the ability to work across organisations and cultures |
| Proficient with setting up and managing a project schedule and supporting control documentation using various software tools - monitoring planned vs actual effort |
| Relevant certification is a desirable |