

ROLE PROFILE: IT PROJECT MANAGER

ROLE PURPOSE:

The purpose of the role is to manage the delivery of projects from initial business case to effective operation.

ROLE SPECIFIC ACCOUNTABILITIES

1. To take the lead in planning and coordinating project team members to secure project resources required to deliver projects as necessary.
2. To work with the Project Delivery Team Leader and Head of Infrastructure to plan and align programme and project work to business strategy and future, developing technologies where they are fit for purpose and cost effective. To work alongside the Commercial and Procurement teams to liaise with suppliers and suitably inform detailed purchasing decisions.
3. To create regular project and performance reports for internal and customer use.
4. To produce and agree documentation for new and ongoing projects in a disciplined, rigorous manner as suitable, such as those defined within PRINCE2 or Agile standards.
5. To liaise with management, clients, partner organisations to provide advice and guidance on their business and technological requirements. To be aware of the implications of change in the delivery of subsequent projects and programmes and to highlight these to stakeholders where necessary.
6. Maintain a high-level of knowledge and competence, provide on-going expert professional advice and professional advocacy. To advise on and influence project development to assist in the smooth running of pieces of work
7. To work with the Projects team to identify areas that are candidates for refinement and re-use, standardisation or business development, and work to develop those elements with the team.
8. Working within the resources provided; to ensure local systems, skills and processes are in place and applied consistently to secure high quality information, data, analyses and reports, identifying new service improvement opportunities.
9. Ensure that Project work follows both customer and Hoople policies, processes and procedures in relation to finances, security, procurement, data protection and any other policies and procedures identified within the project.

ROLE SPECIFIC SKILLS, KNOWLEDGE & EXPERIENCE

- Up to date Prince2 Practitioner, Managing Successful Programmes or Agile (DSDM) qualification.
- Significant experience of successful project management at a senior level, managing a number of projects or programme management experience.
- Demonstrable evidence of creating project plans and organising a project into manageable stages with clear achievable milestones.
- Evidence of successful risk and issue management regarding complex multi organisational projects.
- Experience in the development of business cases, project documentation and tender documentation.
- Experience of delivering effective benefits realisation.
- The ability to manage complex workloads and influence project teams to achieve objectives within a project.
- Demonstrable high level presentation skills having communicated complex ideas/proposals to a variety of levels of staff across multiple organisations.
- Demonstrable excellent written and oral communication skills having produced papers for project boards.
- Ability to influence at a senior level.
- Ability to achieve challenging deadlines and targets.

GENERIC ACCOUNTABILITIES

1. To be responsible for leading on individual staff and team priorities, workload, performance and development. To be the first line for dealing with any team staff concerns, grievances or disciplinary issues.
2. Work with colleagues to utilise Hoople resources to deliver routine operations and advise on complex business issues and risks to meet agreed service standards.
3. Work with customers to identify their requirements in informing service specifications and activity scopes to deliver customer-focused outcomes.
4. Act as a first point of contact for the service and its customers, maintaining and applying up-to-date knowledge of functional area.
5. Identify better ways of working and support in the development of improvements to policies, systems, practices and procedures.
6. Participate effectively and contribute to Hoople-wide programmes to help deliver change management and service improvements.
7. Manage small teams, setting clear goals and deliver a coherent approach to staff development and training within the service area to continuously improve performance.
8. Establish and maintain good working relationships with internal colleagues, and represent the company on external specialist forums where required.
9. Understand and meet all required legislation and governance to deliver the required standards.

GENERIC SKILLS, KNOWLEDGE & EXPERIENCE

- Track record of effective project delivery in a health, public sector, or customer-focused environments.
- Approachable personality and proven project management skills, with the ability to motivate others
- Experience of developing and maintaining constructive relationships with customers in a partnership environment, including working knowledge of partnering/ contract management.
- Experience of service and quality improvement methods and their implementation.
- Ability to identify and analyse trends, take appropriate action and implement new ways of working
- Professional experience in a relevant technical area, including relevant specialist knowledge over a range of procedures underpinned by theory, acquired through qualification, or equivalent experience.
- Evidence of leading or coordinating procurement activity in relation to a project delivery.
- Significant experience of bringing together, documenting and presenting business cases for change, and implementing business change within projects and programmes.
- Able to work with clients, architects and senior leaders across Hoople's customer-base in shaping programmes and portfolios of work.
- Demonstrable experience of managing complex resources across multiple pieces of work to achieve deadlines, awareness of or experience in programme and portfolio management.
- Able to work flexibly to meet the challenges of the role.