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| ROLE PROFILE |
| Job title | Project Manager - Technical | Date | November 2023 |
| Business | Samworth Brothers |
| Department | Group IT |
| Location | Leicester |
| ROLE SUMMARY (main purpose) |
| To manage the overall **planning,** **execution and delivery** of projects. Tracking project status and managing project issues and risks. Building and leading effective project teams |
| REPORTING STRUCTURE |
| Reports to | Head Of Business Delivery |
| Direct & indirect reports | Ad Hoc Project Teams |
| Key internal stakeholders | IT Senior Leadership TeamInfrastructure TeamPMO ManagerProduct Owners Operations Centre |
| Key external stakeholders | Business Project SponsorsBusiness teams |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES |
| **Role Accountability****Planning*** Defining the project charter, roles, tasks, milestones, budgets and measures of success
* Developing project estimates and plans to manage the end-to-end project execution
* Ensuring project requirements are captured accurately and completely, focused on business needs and benefits
* Creating and maintaining project documentation
* Acting as a link between the project resources and key stakeholders

**Execution*** Facilitating the day-to-day coordination while adhering to Group standards and Sponsor expectations
* Monitoring projects on an ongoing basis, evaluating progress/quality, managing issue resolution
* Managing process to assess gaps and develop action plans to address these gaps
* Developing and distributing regular communication with project stakeholders and sponsors
* Using problem-solving, critical thinking skills, and independent thinking to overcome challenges
* Adapting to cultural and organisational conditions across multiple teams
* Promoting and monitoring awareness of risks, business impacts and solution stability

**Delivery*** Ensuring proper inclusion and transition to Service Delivery team
* Providing guidance on appropriate Service Level Agreement (SLA) expectations
* Promoting and monitoring compliance to Group Delivery and Solution Development processes
* Ensuring project closure including lessons learned and required documentation

**People and Financial Management*** Managing individual work styles and capability development of project staff
* Optimising experiences and relationships with project staff
* Promoting behavioural change to ensure business and user adoption of new systems and processes
* Promoting timely delivery through ardent team leadership and technical capability

**Financial*** Accountable for the management of assigned project budget, ensuring approval of spend at key stages of each project
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|  | External Candidate | Internal Candidate |
| Qualifications | * Educated to Degree level or equivalent experience.
* Prince 2 Project Management Certification
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| Experience | * Managed business-led IT Projects
* Proven record of accomplishment in delivering successful IT projects
* Effective utilisation of internal and external resources
* Management of multi-disciplined teams
* Excellent analytical, written and verbal communications skills
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| Skills/ Knowledge | * Excellent understanding of the IT Project Lifecycle
* Good Understanding of different Technologies
* Stakeholder management and relationship building
* Financially aware with excellent numeracy skills
* Can deliver change through influencing and motivation of others.
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* Good Understanding of different Technologies
* Stakeholder management and relationship building
* Financially aware with excellent numeracy skills
* Can influence and motivate others.
* Demonstrates the potential to grow into the role.
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| PERSONAL ATTRIBUTES & BEHAVIOURS |
| Extremely comfortable working with ambiguityFlexible, hands-on approachTakes personal ownership and accountabilityProactive and demonstrates the drive to deliver to commitmentsSelf-starter who takes the initiativeGood communicator – verbally and writtenHighly organised and efficientConstructively challenges the status quo.Able to see the big picture and retain an attention to detail |
| COMPETENCIES FOR SUCCESS |
| Competency | Descriptors |
| Values People | Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect. |
| Customer Focus | Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success. |
| Collaborative Team Working | The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism. |
| Flexibility & Adaptability | The ability to change and adapt one's own behavior or work procedures when there is a change in the work environment, for example because of changing customer needs. |
| Initiative & Taking Ownership | Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism. |
| Drive for Excellence | Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement. |
| Resource Management | Effectively manages resources and cost drivers to achieve sustainable productivity and profitability. |
| Technical Expertise | Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop. |
| Self-Management | Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that your own time, priorities and resources can be managed to achieve goals. |