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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 Team  Infrastructure Team  PMO Manager  Product Owners  Operations Centre | | | |
| Key external stakeholders | Business Project Sponsors  Business 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 | | | | |
|  | External Candidate | Internal Candidate | | |
| Qualifications | * Educated to Degree level or equivalent experience. * Prince 2 Project Management Certification | * Educated to Degree level or equivalent experience. * Prince 2 Project Management Certification | | |
| 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 | * 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 | | |
| 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. | * Experience of the IT Project Lifecycle * 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. | | |
| PERSONAL ATTRIBUTES & BEHAVIOURS | | | | |
| Extremely comfortable working with ambiguity  Flexible, hands-on approach  Takes personal ownership and accountability  Proactive and demonstrates the drive to deliver to commitments  Self-starter who takes the initiative  Good communicator – verbally and written  Highly organised and efficient  Constructively 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. | | | |