

Role:	I.T. Senior Project Manager
Department:	ICT Solution Delivery
Grade:	Salary dependent on experience
Responsible to:	Solution Delivery Manager
Location:	Cantium House, Maidstone

Job Purpose:

Take full responsibility for the definition, documentation and successful completion of medium to large scale projects, ensuring that realistic project quality, change control and risk management processes are maintained. Manages expectations of all project stakeholders and keep a focus on business objectives.

The post holder must demonstrate a commercial awareness and provide end to end financial accountability, including the provision of accurate appropriate & timely budget reporting and client charging.

Work with senior people responsible for the business unit to ensure maximum improvements are made in the business operations as the project delivers products and services into operational use.

Manage the change control procedure and ensure that project deliverables are completed within planned cost, timescales and resource budgets.

Provide effective leadership to the project team and take appropriate action where team performance deviates from agreed tolerances.

Main duties and responsibilities:

- i. Lead, plan, direct and co-ordinate all project activities from proposal initiation through to delivery and closure on behalf of senior management to ensure optimum efficiency in the allocation of common resources and skills.
- ii. Take responsibility for the definition, documentation and successful completion of medium to large projects, ensuring that realistic project quality, change control and risk management processes are maintained. Monitor and control resources, revenue and costs against the project budget and manage expectations of all project stakeholders.
- iii. Be accountable for the accurate estimation of project costs, timescales, resources and projected operational costs required to support successful project delivery.
- iv. Plan, schedule, monitor and report on overall progress and initiate corrective action as appropriate to ensure that project deliverables are produced on

- time.
- v. Manage exceptions, slippage, issues and initiate extra activities wherever gaps are identified. Ensure coherence of the project by monitoring changes within the scope and obtain agreement for revisions to the project(s) from project sponsors. Reassess whether project continues to meet business objectives and use funds efficiently.
 - vi. Take responsibility for directing and counselling project team members and advising clients/users as necessary. Ensure appropriate control gates exist within the project and that realistic project quality, and risk plans are prepared and maintained. Monitor and control team performance against plans. Maintain effective financial and project progress forecasting and reports as appropriate.
 - vii. Define and make recommendations on the project management framework for own projects, including creation and composition of the steering group or project board, identification of project sponsor and stakeholders. Plan and manage process improvement projects, ensuring the smooth integration of new business processes with organisational structure and culture.
 - viii. Recognise the interface between the 'project world' and the 'business as usual world' and help manage any contention. Ensure that own projects are formally closed and where appropriate, subsequently reviewed, and that lessons learned are captured and actioned. Produce appropriate documentation to support these processes.
 - ix. Work with those delivering the IT service (including suppliers where appropriate) to ensure the project is delivered cost effectively. Initiate and influence relationships with and between key stakeholders acting as a primary point of contact for senior management and operational business partners.
 - x. Ensure that stakeholders understand available IT services and promote financial and commercial awareness in order to deliver value-for-money. Negotiate at senior level on technical and commercial issues, to ensure that customers, suppliers and other stakeholders understand and agree what will meet their needs, and that appropriate service level agreements are defined and put in place.

Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

Description of Business

The company has several established traded brands which provide services to external organisations.

The company is dynamic and agile and is building a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back office services to its customers.

Person Specification

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Qualifications	<ul style="list-style-type: none"> Professional qualification as follows: Prince2/APM Practitioner, MSP Foundation/Practitioner.
Experience	<ul style="list-style-type: none"> High level of experience in a directly relevant field Substantial proven experience in all levels of project management and change practice.
Skills & Abilities	<ul style="list-style-type: none"> Strong senior stakeholder management skills. Proficient with methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing activities. Acquiring understanding of the underlying issues in complex problems or situations by correctly relating these to simpler or better understood concepts, models or previous experiences. Excellent oral and written expression - communicating effectively by word of mouth and in writing. Proven experience in managing and improving processes. Ability to hold people to account. Commercially astute, innovative and entrepreneurial. Team leadership, management, coaching and mentoring skills.
Knowledge	<ul style="list-style-type: none"> Expert in the application and techniques of Programme and Project delivery. Familiar with the business environment relating to a wide sphere of work (customers, suppliers and partners). Expert in theory, current practice of the latest technology trends and developments.