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| Job title: | Senior Project Manager (PMO) |
| Directorate: | Optimisation and Business Improvement |
| Date written: | February 2021 |
| Notice period: | 2 months |
| Job grade: | GGSC - 12 |
| Job code: | 3307 |

Purpose of job

Deliver high-quality project management services, building and maintaining effective and productive relationships with all internal and external stakeholders, becoming a trusted partner to the business. Working with the Senior Business Design and readiness manager to plan and execute a portfolio of programmes and projects.

Leading, planning, and delivering complex/technical business projects throughout Abri across multiple business areas. Managing change effectively alongside the Senior Business Design and Readiness Manager while minimising risk to the business alongside identifying, recording and delivering benefits.

Directly line manage a team of Project Managers and the Programme management office, including supporting and coaching the Project Managers for consistency in their delivery against the Project Management framework and ensuring strict governance procedures are in place within the PMO.

Forecast, plan and manage project/internal resources and external suppliers, measuring against the success criteria and closing the project according to its definition of done.

Lead the Business Change Team to plan and deliver a portfolio of projects, develop the Portfolio prioritisation and work with Team leaders and IT on resource planning.

Report directly and be responsible for the Portfolio of change within BCT to the Change Steering Group (CSG) attend meetings and prepare and attend quarterly PerCo meetings to deliver updates.

Key duties and responsibilities

- Plan, manage and support the development of the Abri Portfolio of programmes and projects, to include resourcing through to delivery.

- Providing high-quality project management services to our business and 3rd party suppliers.
- Project manage business critical and complex/technical projects using the approved project delivery framework.
- Line Manage and mentor the Project Managers and PMO. Holding a leading role in setting project objectives and priorities working as a proactive team player to support their development.
- Define project scope, goals, deliverables, timescales and benefits that support the Corporate Strategy and the requirements of the Sponsor as directed by the Director of Business Optimisation and Transformation.
- Manage the project from initiation to closure using in-depth expertise and knowledge to assess the best project management approach to support the full lifecycle.
- Plan, manage and support the execution of a project cutover and release into live using appropriate project management documentation and tools to assist the project delivery team.
- Identify, estimate and track resource effort and actuals required for all project tasks. Provide the outputs into the Programme Manager to support the Programme level reporting.
- Clearly and confidently communicate expectations to senior management, team members and stakeholders, becoming a trusted partner within the business.
- Attend the CSG and PerCo to represent the team, deliver updates and be the point of escalation for programme risks and issues
- Resolve problems, mitigate risks and issues throughout the project lifecycle and record them using the Abri framework. Recognising when to report up the chain for escalations, support and decision making.
- Effectively manage change during the project lifecycle, ensuring changes to scope, budget etc. are recorded, monitored and approved using the Abri framework.
- Track and report on project milestones and provide board level status reports that are reflective of the projects health. Working with the PMO to a gold level standard of project reporting to both CSG/PerCo and Executive Board where required.
- Record, report and implement lessons learned during the project lifecycle to reduce risk, prevent recurrence of problems and take forward successes.
- Represent the Business Change team and Abri in a professional and diligent manner; meeting, negotiating and corresponding with business sponsors, leads and 3rd party suppliers to form strong working relationships.

Knowledge, skills and experience required

- Professional project management qualification, e.g. PRINCE2.
- Demonstrable project management experience.
- Experience of delivering within an agile environment.
- Experience of delivering successful high-profile projects in a large, dynamic and customer focussed organisation.
- Experience of Line Management and/or mentoring desired.
- Lead, manage and inspire a diverse project team including technical, business and external partners. Influencing them to take positive action and accountability for their assigned work.
- Ensure all aspects of the project are delivered to a high standard including specification, documentation, communication, and analysis.
- A track record of building effective relationships and managing expectations at all levels, both internal and external. Ensuring that a positive and consistent message is communicated across the business throughout the life cycle of the project.
- Engage with all areas of the business impacted by the project and work with stakeholders to ensure successful transition from initiation to business as usual (BAU).
- Commercially and customer focused driven.
- Demonstrate a flexible approach to project delivery, proactively managing change and disseminate information promptly and efficiently.
- Demonstrates self-motivation and proactive behaviours.
- Strong customer-facing and communication skills.
- Well-organised, diligent, proactive, assertive, well-disciplined, and commercially astute.
- A team player with a 'can-do' attitude, outgoing, polite, patient, diplomatic, personable, respectful and flexible.
- Demonstrates our Values and Behaviours.