

Project Manager - Corporate Operations - Grade H

Job Description

Purpose

To plan, manage and deliver large-scale, strategic projects and initiatives, including complex IT Programmes, through to successful completion on behalf of senior sponsors and Corporate Operations.

To lead specific project teams to deliver change in an efficient and effective way, applying the relevant approaches and methodologies and taking full responsibility for coordinating, facilitating and leading project management activity, within a project environment to the specified requirements of time, cost, and quality.

To support the continuous improvement of the university through the provision of services such as, business process review, internal consultancy, and stakeholder engagement activities.

Duties

1. To apply the Corporate Operations Project Delivery Framework to plan, mobilise, deliver, and successfully close down complex projects, ensuring effective handover to "Business as Usual", within appropriate governance structures.
2. Manage and deliver end to end user-centred digital and technology enabled projects and programmes, leading multi-disciplinary teams to help deliver products and services, using agile values and practices.
3. To ensure clarity of scope, objectives, responsibilities, and timescales for projects, identifying any project interdependencies.
4. Own and build relationships with the technical teams, product owners, senior stakeholders, management, and third-party sub-contractors utilising effective and appropriate governance mechanisms. Manage complex team dynamics between external and internal stakeholder groups to ensure the team is aligned to and understands the same objectives.
5. Responding to customer change requests and agreeing work with members of the project team, ensuring tasks are completed by deadlines, helping to manage the pace for delivery.
6. To work alongside external consultants and internal senior stakeholders in driving initiatives through to successful completion, sometimes making decisions on project direction and outputs, and to monitor and report progress within the Corporate Operations project delivery framework.
7. To lead communications for projects, engaging all relevant stakeholders in project development, ensuring they are kept informed of progress.
8. To motivate and proactively communicate with stakeholders across the University, gaining 'buy in' by using high level influencing, persuading, and negotiating skills when managing change.

9. To identify, respond to and resolve issues and risks on behalf of senior stakeholders, following correct escalation procedures, minimising exposure to financial, legal, and reputational loss.
10. To ensure that any operational change made because of a project is effectively handed over to the business and embedded within the day-to-day operations of the University, ensuring the long-term success of the University.
11. To support continuous improvement of the university through the provision of internal consultancy, workshop facilitation, problem definition, process review and consultation.
12. To undertake any other duties commensurate with the grade as required.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of managing a variety of projects to successful completion (e.g. business process improvements, cultural change, IT projects with differing technical content) (Application/Interview).
- Experience in working with stakeholders of varying seniority with the ability to build productive relationships with colleagues of varying degrees of seniority (Application/Interview).
- Experience of facilitating process reviews (Application/Interview).
- Honours Degree or equivalent or significant relevant professional experience (Application).
- Project Management qualification (Application/Interview).
- Excellent organisation, prioritisation and project management skills (Application/Interview).
- Excellent verbal and written communication skills, with the ability to convey complex information to different audiences and excellent interpersonal skills with the ability to listen, acknowledge and act upon constructive feedback (Application/Interview).
- Relevant IT skills e.g. Microsoft Office including MS Project (Application/Interview).
- Ability to use own initiative and work independently, as well as working collaboratively within a team (Application/Interview).
- Open-mindedness and ability to work in a changing environment with a flexible and adaptable approach (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of delivering projects in an agile/lean environment in multiple phases (Application/Interview).
- Agile and/or PRINCE2 (Application).
- Change management skills (Application/Interview).