JOB DESCRIPTION

Job Title:	Senior Project Manager	Grade:	SG9
Department:	Information and Library Services (ILS) Programme Management Office (ILS PMO)	Date of Job Evaluation:	July 2022
Role reports to:	Head of Programme Management Office		
Direct Reports	None		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

- To be responsible for the overall management, co-ordination, execution, and completion of medium to large scale complex Digital projects, which could also include a substantial amount of Business Change.
- To help develop and promote a centre of excellence to support the successful delivery of the organisation's Digital projects.
- To participate in skills, transfer to support and guide the organisation's management and staff in the use of a project delivery framework.
- Monitor and control resources, revenue, and capital cost against the project budget (up to c£5M) of Digital projects.
- Communicate with, and manage, expectations of all project stakeholders.

KEY ACCOUNTABILITIES:

Team Specific:

- Manage either a portfolio of complex initiatives or one large complex project that spans one or multiple Faculties/Directorates.
- Set-up and manage the appropriate project governance structure, identifying and gaining commitment from appropriate senior stakeholders.
- Write, and support the writing, of project proposals and business cases for presentation to the IT Strategy Board. Identify synergies and dependencies between projects and strategic goals of the University and Department.
- Take responsibility for the definition, documentation, and safe execution of projects. Identify, assess, and manage risks to the success of the project.
- Effectively estimate costs, timescales, and resource requirements for the successful delivery of the project(s) to agreed terms of reference.

- Ensure that realistic project and quality plans are prepared and maintained and track all activities against the plan, providing regular and accurate reports to stakeholders, as appropriate.
- Manage the change control procedure and ensure that project deliverables are completed within planned cost, timescale, and resource budgets, and are signed off. Gain agreement for revisions to the project(s) from project sponsors.
- Provide effective leadership to the project team ensuring that team members are motivated and developing their skills and experience. Take appropriate action where performance deviates from agreed tolerances. Actively represent the project team, ensuring that effective relationships are built and maintained with the business, stakeholders, and suppliers.
- Ensure effective change management techniques are applied in proportion to the significance of the project.
- 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.
- Monitor and control allocated human and material resources, associated revenue costs and all capital costs against the project budget (c£4M-£5M). Ensure that a change control procedure is in place, and actively used to assess the effect of changes to the projects on costs, timescale and/or resource needs and report these to project sponsors.
- Define the series and sequence of activities to bring stakeholders to the required level of commitment, prior to go-live.
- Assess and manage risks inherent in proposed changes, to ensure any potential scheduling and performance issues have minimum impact on provision of other services.
- Liaise with Senior Management and other managers within ILS functions and within the business; manage expectations of all project stakeholders.
- Manage any 3rd party relationships in relation to their project delivery in terms of costs, quality, and scope.
- Support the development and capabilities of the ILS PMO by continued feedback to enhance practices, templates, policies and tools.

Generic:
- Achieve operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; implementing change.
- Meet financial objectives by forecasting requirements; managing capital budgets up to circa £2M-£5M; scheduling expenditures; analysing variances; initiating corrective actions.
- Promote and enhance the department and organisation reputation.
- Pursue relationships with colleagues outside the University in the areas of project management and higher education.

Managing Self:
- Develop and exhibit excellent organisational, planning and time management skills.
- Display logical thinking with creative problem-solving ability.
- Provide attention to detail.
- Good communication and negotiation skills.
- Have an ability to work well with others and lead a team.
- Demonstrate good IT skills and willingness to develop them further.

Core Requirements:
- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

- The post holder will have access to a range of sensitive and key University systems, it is therefore essential that they demonstrate a high level of professional integrity and discretion.
- A willingness to undertake a health & safety role.
- Hours will be as required to undertake the role, including the scheduling and attendance of works outside normal working hours.
- Any other duties as appropriate to the post and grade.
- A willingness to travel to any of the university's sites as necessary.

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that that Information and Library Services delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- To produce high quality work delivered to the agreed timescales.

KEY RELATIONSHIPS (Internal & External):

- University senior management and key University Groups and Committees as required
- University staff within Faculties and Directorates
- Partner, Network and Collaborative Centre staff and student
- Colleagues across the sector in related fields
- Relevant sector networks such as JISC, HEA and HEFCE
- Suppliers of services and goods

PERSON SPECIFICATION	
Essential	**Desirable**
Experience • Substantial experience of successfully project managing a range of complex IT projects including infrastructure and development projects and those requiring a substantial amount of business change • Handled budgets for projects and/or programmes c£2M-£5M • Managed external suppliers • Communicated formally and informally with colleagues at all levels	**Experience** • Worked in within Higher Education • Familiarity with Higher Education processes (QAA, clearing, assessment • Knowledge of ITIL • Experience performing business analysis • Experience of Business change management
Skills • Progress Reporting • Project Management • Project Planning and Control Techniques • Project Risk Management • Customer Service Techniques • Project Management Tools • Excellent interpersonal and communication skills • Ability to develop business relationships with customers • Good document/report writing skills • Leadership skills	**Skills** • Understanding of public sector procurement • Business Analysis Techniques
Qualifications • Educated to degree level or holds a professional qualification. • Project Management Accreditation (e.g., PRINCE 2) or relevant experience.	**Qualifications** • Membership of a relevant professional body

Personal attributes	Personal attributes
• We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful	• N/A

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