# **JOB TITLE:** Senior Project Manager

**RESPONSIBLE TO:**  Commercial Project Portfolio Manager

**ACCOUNTABLE TO:** Commercial Development Director

**LINKS TO:** Central Operations, Central OFG Departments (project Specific)

**JOB PURPOSE**:

To be responsible for:

* delivering strategic projects across Outcomes First Group Limited (OFGL)
* supporting operational colleagues in the delivery of the business change enabled by those strategic projects, and the establishment of usage and benefit measures
* ensuring ongoing support arrangements are established for solutions delivered by projects, those arrangements being in place within the OFGL Project Team

**KEY ACCOUNTABILITIES:**

* Creation of Business Cases for Strategic Projects (incorporating scope and objectives), working with colleagues to identify anticipated benefits and designing mechanisms to measures tangible benefits
* Establish business requirements at the commencement of a project, using a variety of business analysis techniques, including but not limited to business process design, user experience analysis and workshop facilitation
* Establish non-functional as well as functional requirements, including but not limited to resilience and security
* Agree, document and apply the appropriate solution delivery approach, including predictive (e.g. waterfall) and adaptive (e.g. agile/iterative)
* Coordinate permanent and contract resources and third-party input for the predictable execution of projects, allocating resources to project tasks appropriately
* Ensure that all projects are delivered on-time, within scope and within budget
* Develop and manage a detailed project plan to monitor and track progress
* Ensure the preparation, review and sign off of all project deliverables, including interim project deliverables such as requirements documentation and test plans
* Provide effective leadership to the project team, and take appropriate action where team performance deviates from agreed tolerances.
* Manage changes to the project scope, project schedule and project costs using appropriate change management techniques
* Measure project performance using appropriate tools and techniques
* Regularly report project status to project governance bodies and individuals, escalating as needed
* Manage the relationship with and communication with all stakeholders, including third parties
* Pro-actively and transparently manage risks, issues and dependencies
* Meet project budgetary objectives and make adjustments to project constraints based on financial analysis
* Ensure all new and enhanced solutions have an IT support model if required in place prior to implementation, encompassing application support, 1st and 2nd line IT support and vendor support
* Ensure that for each project consideration is given to whether existing Disaster Recovery plans are to be updated, or new ones created, and then tested
* Support operational business colleagues in creating a business continuity plan to be used in the event of solution unavailability, and facilitate the testing and operational execution of that plan as requested by the business
* Ensure that projects are formally closed and subsequently reviewed, and that lessons learned are recorded
* Work within deadlines and respond in a flexible way to the changing demands of the Group.
* Work within the provisions of the Data Protection Act, observing strict confidentiality in relation to all aspects of work undertaken, referring to the Data Protection Manager when necessary.
* Respond sensitively and professionally in supporting and maintaining good relationships with colleagues and all contacts who work in partnership with the Group.
* The ability to have a flexible approach to developing ideas and solutions, using the most appropriate tools for the job.
* A keen sense of business processes and protocols, and how these shape the requirements of the solution.

In addition;

* Attends meetings and team events as required
* Participates in an annual performance review programme
* Works in accord with all the policies and procedures of the Group, especially those relating to Child Protection and Safeguarding, observing at all times the strict rules of confidentiality appropriate to the role

**REQUIREMENTS**

**Experience and Skills:**

* Educated to degree level or equivalent qualification
* Excellent knowledge of Microsoft software and associated products
* Strong track record of successful delivery of projects across a multi-site business
* Excellent written and verbal communication skills
* Solid experience of working with business colleagues to identify, document and prioritise business and user requirements
* Project Management Professional (PMP) and/or PRINCE II certification is desirable
* Ability to work under pressure and meet tight deadlines
* Be able to work alone and tackle tasks proactively.
* Show good initiative and take ownership of tasks or issues
* Has a professional demeanor, positive and flexible attitude and good inter-personal and communication skills.
* The post holder will be expected to undertake a reasonable amount of travel in the UK.

**Job Holder’ signature**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signed on behalf of Outcomes First Group**

Name: : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title:

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_