JOB TITLE: Project Manager

LOCATION: Bolton

HYBRID WORKING: 2 days per week – Bolton Office

REPORTS TO: Commercial Project Portfolio Manager

ACCOUNTABLE TO: IT, Project Team, Business Unit Leaders

JOB PURPOSE:

The **Project Manager Change** at Outcomes First Group will be responsible for leading and managing strategic projects that drive organisational change and business transformation.

The role involves working closely with senior leadership, departmental heads, and cross-functional teams to ensure that business change initiatives are delivered successfully, on time, and within scope. This includes overseeing the planning, execution, and monitoring of projects that enhance processes, systems, and ways of working across the organisation.

The Project Manager will take ownership of change management processes, ensuring that business change is implemented effectively, with minimal disruption to services, and in a way that is aligned with Outcomes First Group’s mission to provide high-quality care and education to children and young adults. This role is key in ensuring that projects not only achieve their desired outcomes but also support the long-term success and growth of the organisation.

KEY STAKEHOLDERS: Senior Leadership Team, IT, Operations, HR, Finance, Service Managers, End Users, Procurement, External Vendors and Partners, Compliance and Risk

KEY RESPONSIBILITIES:

* **Lead Business Change Projects:** Manage and deliver end-to-end business change initiatives, ensuring alignment with organisational goals and strategies.
* **Stakeholder Engagement:** Build and maintain relationships with key stakeholders, including senior leadership, department heads, and operational teams, ensuring effective communication and support for change initiatives.
* **Change Management:** Develop and implement change management plans, including training, communications, and user adoption strategies, to ensure smooth transitions and minimal disruption.
* **Process Improvement:** Identify, design, and implement process improvements to enhance efficiency and effectiveness across business operations.
* **Risk and Issue Management:** Proactively manage risks and resolve issues to ensure projects are delivered on time, within scope, and on budget.
* **Project Planning and Execution:** Create detailed project plans, manage project timelines, allocate resources, and ensure timely delivery of project milestones and deliverables.
* **Monitor and Report Progress:** Track project progress, prepare regular status updates, and report on key performance indicators (KPIs) to senior stakeholders.
* **Budget Management:** Ensure projects are delivered within financial constraints, managing budgets and tracking expenses.
* **Team Leadership:** Lead and motivate cross-functional project teams, ensuring collaboration, clear roles, and successful execution of project goals.
* **Compliance and Quality Assurance:** Ensure all change initiatives comply with organisational policies, industry regulations, and quality standards.

STANDARD RESPONSIBILITIES:

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within OFG Group are expected to be familiar with and adhere to.

Leads, manages, and participates in an annual performance review programme

Works, always, in accordance with the policies and procedures of the OFG Group and statutory regulations applicable to the Group.

Observes, always, strict rules of confidentiality appropriate to the post.

To always comply with the requirements of Health and Safety Regulations to ensure their own wellbeing and that of their colleagues.

OFG Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.

Ability to work attentively and accurately with data inputting

Undertakes other duties as assigned.

MEASURES:

SLA’s

KPI’s

EXPERIENCE, SKILLS & QUALIFICATIONS:

**Essential Experience:**

* **Project Management:** Proven experience leading end-to-end business change projects, applying methodologies such as Agile, PRINCE2, or Waterfall.
* **Change Management:** Hands-on experience managing organisational change, including stakeholder engagement, communication, and training.
* **Stakeholder Management:** Demonstrated ability to manage relationships with senior leadership, department heads, and operational teams to gain buy-in and drive project success.
* **Business Process Improvement:** Experience identifying and implementing process improvements to enhance efficiency and align with strategic goals.
* **Risk & Issue Management:** Strong problem-solving skills with experience in mitigating risks and managing project challenges.
* **Budget & Resource Management:** Experience in managing project budgets, timelines, and resources to deliver projects within scope and on time.
* **Team Leadership:** Ability to lead cross-functional teams, ensuring collaboration and achieving project objectives.
* **Regulatory Compliance:** Knowledge of working in regulated sectors and ensuring business change initiatives comply with relevant standards.
* **Communication Skills:** Excellent verbal and written communication, including preparing reports and presentations for stakeholders at all levels.
* **Project Management Tools:** Proficiency in project management software (e.g., MS Project, JIRA, Trello) and process mapping tools (e.g., Visio).

**Desirable Experience:**

* Experience in the education, healthcare, or social care sectors, particularly in organisations providing services to vulnerable groups.
* Familiarity with business systems and IT transformations in regulated environments.
* Certification in project management (e.g., PRINCE2, PMP) or change management methodologies (e.g., Prosci).
* Experience in vendor management or managing third-party service providers in business change initiatives.
* Familiarity with cloud-based solutions and IT systems in a business change context.

Job Holder’ signature

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

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

Signed on behalf of the OFG Group

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

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