

**Job Title:** Senior Project Manager

**Grade:** Band F

**Reports to:** Head of Programme Management Officer (PMO)

**Role Responsibilities:** Project related budgets £1m+ FTE 20+ (matrix management)

### The Role

To ensure that assigned project(s) and programmes produce the required organisational changes, within agreed costs, timescales and other constraints in order to deliver parts of ECL's business strategy.

As a Senior Project Manager in a complex environment, this role requires strong commercial awareness, independence and credibility when dealing with stakeholders at all levels of the organisation.

The environment is dynamic and requires a proven track record of successful professional project management. The individual will need to be a self-starter with high quality standards, capable of interacting with and influencing stakeholders at all levels.

They will be the project management lead on complex projects and programmes, from business case production through to delivery completion. They will need to lead and motivate multi-disciplinary project teams, including working with their colleagues and external stakeholders to identify and implement continuous improvements and sharing best practice across the whole company.

### Job purpose

To support ECL's strategy delivery and business growth, through sound programme and project management for both new contracts and organic growth.

To plan, project-manage and lead on the delivery of multiple complex programmes and projects across ECL, including the mobilisation of new contracts and transformation of existing business. Programmes and projects will range from customer facing across multiple business areas through to delivery of business change and transformation.

To act as an ambassador for the organisation with external stakeholders, to help build and strengthen relationships and partnership working, as well as help improve the image and reputation of ECL for successful project delivery.

To provide quality assurance on the delivery of ECL programmes and projects, collating and sharing lessons and recommendations to drive continuous improvement.

It is anticipated that the type of project and its complexity in terms of the work, would in most instances, be defined as follows:

- The nature of the transformation to be implemented is significant and complex business process changes or architectural re-design across ECL.
- The process is likely not to have been undertaken within ECL before.
- There are likely to be significant levels of ambiguity within a complex and volatile environment.

- The stakeholder's interests and priorities are likely to be either unknown or conflicting and require a significant amount of mediation and negotiation. They are likely to include multiple agency/partnership working.
- The risks associated with the work will be complex and not necessarily be within the control of the project manager.
- The cost of the project is likely to be in excess of £500k however this may vary, and benefits are likely to be in excess of £5m.

### **Key Accountabilities**

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

### **Duties and Responsibilities**

- Improve the image and reputation of ECL by providing project management expertise that adds value to our shareholder/commissioners.
- Lead project, programme or process teams as required under the new operating model and ensure excellent cross functional output.

### **Project/Programme Initiation**

- To establish and/or verify the need, opportunity or problem that the project/programme needs to address and its critical success factors.
- To identify and prioritise stakeholder interests, requirements and level of influence.
- To define and/or review the project deliverables and their technical and quality strategy, together with the benefits and their realisation plan.
- To liaise with the Head of PMO to establish dependencies between projects/programmes within the portfolio.
- To produce and/or review business cases and obtain final agreement for them.
- To identify and obtain any support and advice required throughout the life-cycle of the project/programme.

## **Project/Programme Planning**

- To develop strategies and plans to effectively manage all stakeholders and their expectations.
- To produce a project communication plan.
- To define the team structure and agree responsibilities.
- To identify and specify SMART objectives that enable the business to realise the full benefits required.
- To produce detailed plans for each stage of the project and gain agreement for them.
- To identify and acquire the required resources.
- To identify risks and develop strategies to manage them that address risk appetite, responsibilities and ownership.
- To produce a Project Initiation Document (if required) and obtain agreement for it.
- To establish the project control documentation including the risk and issues log, and change process, and agree reporting requirements with the Head of PMO and Business Owner.

## **Project/Programme Delivery and Control**

- To build and maintain an effective team throughout the lifecycle of the project/programme, recognising both individual and team achievements and addressing any performance issues through agreed routes.
- To communicate effectively with all stakeholders and manage expectations about project delivery within business areas.
- To execute the plan, monitoring progress and use of resources, managing risks and issues, and taking the necessary corrective actions whilst escalating unresolved issues as necessary.
- To manage the production of the project's deliverables and their contribution to the project/programme's critical success factors and obtaining acceptance signoff.
- To manage the dependencies and inter-dependencies affecting the project/programme.
- To liaise with any suppliers or account managers.
- To ensure that all expenditure commitments (orders, contracts, budgets etc.) and all payments are properly authorised, controlled and monitored in accordance with ECL guidelines.
- To liaise with Finance staff to ensure all costs and benefits are delivered as agreed.
- To implement appropriate change control and any subsequent configuration management, whilst ensuring changes are evaluated from an end user's perspective.

- To liaise with all related projects to ensure that work is neither duplicated nor overlooked.
- To maintain all project administration documentation in a systematic way in order to enable auditors/inspectors to perform an audit trail.
- To report progress at agreed intervals to the Head of PMO, Business Owner and Project Board, advising immediately if project tolerances are being exceeded, helping to inform and shape decisions, and presenting options and challenges where necessary.

### **Project/Programme Closure**

- To obtain final acceptance sign off from the Business Owner, Project Board and Head of PMO.
- To prepare and gain agreement for any follow-on actions that may be required.
- To manage the handover to BAU.
- To formally undertake project/programme closure, including producing a lessons learnt report that is shared, and ensuring all project documentation is appropriately archived.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

## Person Specification

### Key Skills and Competence

- A recognised qualification related to project management including APM, Prince2, or Agile.
- Significant experience of project management from inception to completion, on complex, cross functional projects/programmes in large organisations, with a track record of successful delivery
- Strong leadership skills, high quality standards and a proven ability to identify and implement continuous improvement
- A proven track record of strong and effective relationship management with both internal and external stakeholders.
- Ability to communicate effectively with different levels of management – strategic and operational.
- Pro-active, 'can do' attitude.
- Not afraid to challenge others (including managers more senior) and robustly ensure that project milestones are delivered by self and third parties.
- A proven track record of meeting deadlines, prioritising workload effectively and identifying/managing inter-dependencies and risks.
- Strong report writing skills and computer skills, minimum requirement being highly competent at Microsoft Project, Visio, Word, PowerPoint and Excel.

## Our Values



Supporting others with care, compassion, and positive engagement.



Working efficiently and innovatively to achieve excellence.



Working together to achieve our common goals.



Being open and having the courage to do what is right