Job Title: Project Manager

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| Role Purpose (position scope) |
| The Project Manager will support a major customer delivery programme through managing a wide variety of internal and customer requests, work packages and projects.  Responsibilities vary but will include managing one or more projects or work packages to deliver the agreed scope within planned quality, time, and cost parameters. The role requires experience of working within a complex stakeholder environment and requires excellent customer facing skills. The successful candidate will be able to engage, motivate and support the project team and stakeholders to drive and deliver the objectives and results expected, ensuring that conflicting priorities are understood and managed. |

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| Line Manager | Dotted Line | Direct Reports | Dotted Line |
| Programme Manager | None | None | None |

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| Key Responsibilities |
| * Deliver project and/or work packages to agreed time, cost and quality parameters. * Organise, plan, estimate, coordinate and lead the project resources and activities. * Manage and motivate the project team. * Manage risks and issues proactively. * Ensure effective and open communication throughout the project team and with stakeholders. * Manage relationships with key customer personnel. * Manage and deliver the required deliverables for each project, phase or stage. * Tracking, updating and reporting progress and or variance. * Support PMO delivery, reporting and improvements. * Supporting business wide change and improvement. |

| Skill | You should be able to: |
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| Application of Project and Change Management Methods and Tools | * Plan and execute projects and work packages to deliver agreed objectives, including the development and implementation of cross business plans. * Continuously improve effectiveness of processes in area of expertise. * Manage all risks, opportunities, issues and changes for your projects. * Apply appropriate process, tools, measures and techniques (including risk management, change management) |
| Planning and Organisation | * Work with sponsors, customers and stakeholders to identify and address major barriers to progress, to ensure projects and changes are delivered to plan. * Use Draken frameworks and ways of working to support estimating, planning and scheduling. * Support resources and people management reporting. * Utilise appropriate techniques to maintain visibility and control of project budget. * Adjust plans, priorities, timelines and approach when appropriate to make best use of time and resources. |
| Communication and Knowledge Sharing | * To represent the programme across customer and external stakeholder environments. * Be willing and able to share good practice and expertise with others. * Present sound and well-reasoned arguments to convince others using a variety of methods. * Work to create and sustain a team ethos and collaborative environment across the business and portfolio delivery. * Have a service delivery mindset. |
| Leadership and Teamwork | * Build and sustain positive relationships with team members and customers. * Respect and value others and be sensitive to their differing needs and values * Play a full part in the team and help to achieve team goals * Take the lead and be proactive to ensure people engage with change. * Be responsive to changes in customer needs and expectations. |
| Tools and Systems | * Proficient in MS Project, Project Web App * Proficient in administration of PowerBI reporting * Proficient across suite of Microsoft 365 applications |

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| Key Measures |
| * Application of project and change management processes, controls, tools and skills. * Engagement of people across business in project requirements to ensure resources are always applied to meet business priorities. * Generation and delivery of all required project metrics/reports to the standard required and in a timely fashion. * Proactive identification, justification and ownership of improvement ideas and opportunities for beneficial change. * Provision of support to overall Programme, utilising appropriate frameworks, processes and measures. |