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| **Role title:** | Senior Project Manager | **Responsible to:** | Head of Programme & Project Management  |
| **Division:** | Digital & Change | **Department:** | Programme & Project Management |
| **Direct Reports and Level:** | Direct reports:-* Project Managers
* Contract Project Managers
 | **Scope:** | Project Management |
| **Scale:** | ~8 People£5-25M Budget |
| **Regulated Function(s) Held:** | Yes/No |
| **Evaluation Level** | Implement | **Role Family** | Technical  |

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| **Overall Role Purpose** |
| To manage the successful delivery of value-add IT and business projects within the Digital and Change portfolio. The role holder is expected to manage multiple concurrent projects in a matrix environment and lead a team of Project Managers. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership*** Provide leadership across Digital and Change and in particular the Project Management Team to deliver on the overall corporate strategy, business performance, leadership of teams that reinforces the desired culture and delivery of strategic priorities.
* Contribute to the development and delivery of the Digital and Change strategy to plan, cost and quality
 | * Programme and project deliverables are aligned to Corporate Strategic priorities
* MPS engagement index Vs plan
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| **Financial*** Work with other Digital and Change leaders to set and deliver the budget ensuring an efficient and effective Project Management Team operating model which minimises cost and maximises financial sustainability.
 | * Programme and project financial performance Vs plan/budget
* Departmental Operational budget Vs Plan
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| **Member*** Lead for a culture and capability in Lean / continuous improvement and project management to drive operational efficiency and great member experiences and outcomes
 | * NPS score V Target
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| **People**  * Provide strong leadership to ensure the training, competence, performance and engagement of all employees in The Project Management Team ensuring all have clarity on their accountabilities and comply with all governance, policy standards and processes.
* Build a strong pipeline of talent and succession across the Programme and Project team for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of employees.
 | * Engagement Index Vs MPS
* Recruitment, Talent and Succession Plans
* HR Metrics – manage attrition, absence in line with policy.
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| **Risk*** Create an environment where all colleagues in Digital And Change recognise the importance of risk identification and management
* Ensure appropriate business processes and controls are in place to manage Project Management Team handling within risk appetite; comply with policies and regulatory requirements (as applicable).
 | * Programme and Project Risk management plans (RAID)
* Compliance with organisational Risk & Control policies and processes.
* Audit Actions completed in line with agreed management response.
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| **Responsibilities (RACI)** |
| * Responsible for managing the end to end delivery of strategic projects allocated within MPS as per the change portfolio.
* Leads a team of Project Managers providing support and guidance when required.
* Builds productive relationships across the organisation, identifying and developing engagement opportunities with key stakeholders
* Uses leadership, organisation, problem-solving, motivational skills and experience to ensure that projects are delivered on time, and that they meet expectations
* Contributes to performance standards and measures with metrics to ensure that standards are being applied consistently and any gaps are identified for performance improvement.
* Develops and encourages continuous learning within the team (direct and indirect team members)
* Manages the Strategic Project(s) budget and undertakes project risk management, ensuring updates are regularly provided on project delivery status
* Undertaking other duties and tasks that from time to time may be allocated to the jobholder that are appropriate to the grade or role
* Complying with applicable professional ethical guidance and all relevant internal rules, policy and procedures, including those relating to Health and Safety, Data Protection, IT Security and all those contained within the issued Staff Handbook
* Working as part of a team, contributing to achieving team targets
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * Stakeholder Management
* Project Governance
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to degree standard and/or hold relevant professional qualifications
* PRINCE2 / APM or similar qualification
 | * Excellent team working with exceptional oral and written communication skills
* Coaching and mentoring
* Innovative, flexible self-starter with excellent analytical skills
* Skilled facilitator
* Courage to challenge
* Proactive personality and able to work autonomously
* Good team player with a collaborative approach to working
* Strong organizational and planning skills
* ‘Can do’ attitude
* Proven stakeholder management skills
 | * Experience in at least one Agile Methodology (preferably Scrum)
* Previous experience working as Senior Project Manager
* Familiarity with structured programme and project management approaches (preferably PRINCE2)
* Strong track record of successful full-lifecycle project delivery
* Extensive experience of working in relationship based environments
* Experience of delivering projects in a matrix type structure
* Experience of managing multi-disciplined teams
* Proven ability to work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence
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| **Desirable** | * Strong Knowledge of Microsoft Office
* AGILE Qualification
 | * Experience in SDLC Methodologies, Agile, SCRUM, SDLC / Waterfall
* Ability and availability to travel intermittently as deemed necessary for project/programme delivery.
 | * Ability to recruit and interview prospective employees
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