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| **Role title:** | Project Manager | **Responsible to:** | Head of Portfolio, Programme & Project Management  |
| **Division:** | Digital & Change | **Department:** | Portfolio, Programme & Project Management |
| **Direct Reports and Level:** |  | **Scope:** | Project Management - Global |
| **Scale:** |  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement | **Role Family** | Technical  |

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| **Overall Role Purpose** |
| The Purpose of the role is to manage the delivery of multiple end to end business projects aligned to the MPS strategy whilst ensuring projects are delivered with appropriate project techniques and in line with best practice to deliver Project outputs that enable benefits aligned to MPS strategic priorities to be realised. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational** * Contribute to the development and delivery of the Digital and Change and the Portfolio, Programmes and Project department strategy to plan, cost and quality
* Work with Project sponsors to define measures and gain business buy in for adoption of deliverables to ensure programme benefits are defined, agreed and accepted and can be tracked.
* Lead on the end to end delivery of assigned projects/initiatives allocated within MPS as per the change portfolio ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment.
 | * Corporate Strategic priorities Vs plan
* Stakeholder feedback
* Programme and project deliverables Vs plan
* Divisional Strategic priorities Vs plan
* Division Plan Vs plan
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| **Financial*** Ensure that all spend is managed within organisation policy reporting on variance to budget to the D&C leadership team
* Support 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
* Return on investment across the programme, Achieved by:
	+ Delivery of Programmes/Projects within budget that they are responsible for.
	+ Tracking of benefit realisation in BAU
	+ Project budget Vs Plan
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| **Member*** Monitor and provide robust challenge of emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security
* Provide support to the D&C division to ensure fair treatment and outcomes for colleagues and the organisation ensuring compliance with associated policies.
* Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on KPIs, SLA’s, financial targets and great member experience and outcome.
 | * Net promoter score
* Member satisfaction survey results vs plan
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| **People**  * Take accountability for own CPD, training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes.
* Develop colleague understanding of relevant processes and policies through on-going dialogue with colleagues and through periodic workshops.
* Maintain a strong culture of compliance across all Portfolio, Programme & Project Management processes, challenging if required to ensure processes are followed across the business
 | * Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Stakeholder feedback
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| **Risk*** Contribute to an environment where all colleagues in D&C recognise the importance of adherence to policies and procedures, risk identification and management
* Identify and report risks and issues identified within D&C and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
* Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection and IT security.
* Provide effective governance of programme risk and issue management to ensure that risks to delivery and benefit realisation are understood and mitigated or accepted
 | * Programme and Project Risk management plans (RAID)
* Compliance with organisational Risk & Control policies and processes
* Audit Actions completed in line with agreed management response
* Risk & Control Self- Assessments
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| **Responsibilities (RACI)** |
| * To build and maintain strong relationships with the business, senior stakeholders) and external stakeholders and PMO to ensure the delivery and governance of a programme or programmes of change to agreed scope, time, cost and quality
* Builds productive relationships across the organisation, identifying and developing engagement opportunities with key stakeholders to ensure project deliverables are understood and accepted by business stakeholders
* To effectively champion and support change processes and tools to ensure best practice is adopted across the wider change team
* Quality Management of the Delivery Approach (continual challenge or and improve organisation / process / estimation)
* Keep abreast of evolving legislation and best practice; recommend opportunities for MPS to become more efficient and effective and maintain complaint with relevant regulations.
* Undertake other duties and tasks that from time to time may be allocated to the jobholder
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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 Self  |
| 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
 | * Clear, effective and influential communication skills, both verbal and written
* 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
* Excellent organisational and planning skills, with an ability to priorities key tasks and strong focus on delivering them
* Proven stakeholder management skills
 | * Experience in at least one Agile Methodology (preferably Scrum)
* 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
* 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.
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