

## JOB DESCRIPTION

**Job Title:** Senior Project Manager

**Reports To:** Head of Programmes

**Location:** Brighton & Hybrid Working

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### Job Purpose:

Lead the delivery on a range of complex and high value Microsoft Dynamics based projects from initiation to successful delivery across a variety of sectors. Build and maintain project teams, ensuring they are motivated, collaborative and working to achieve client needs on time, within budget, and to quality standards. Manage complex stakeholder relationships and resolutions aligning with internal expectations on outcomes to be achieved. Be a mentor and source of best practice advice to the delivery management community.

The role is measured by the profitability, NPS score of the projects, project teams billability targets and proactively managing stakeholders and internal expectations.

### Responsibilities:

- Lead and manage complex projects, ensuring they are completed on time, within budget, and meet quality standards
- Create and maintain project plans, schedules, budgets, and resource plans
- Develop and manage project budgets within the target profitability including tracking expenses and forecasting future costs
- Coordinate teams and stakeholders to ensure project objectives are met
- Identify, manage and resolve project risks, issues, and dependencies
- Monitor project progress and forecasts and provide regular status reports to stakeholders, proactively escalating concerns, advising senior management of any significant changes to mitigate any risks to the project deliverables and forecast costs
- Manage project scope, change requests, and ensure that project deliverables meet requirements
- Ensure project documentation is complete, accurate, and up to date at all times
- Lead on all key client engagements and meetings
- Coach, mentor, and develop project team members
- Identify and implement process improvements to increase project delivery efficiency and quality
- Managing and ensuring productivity across the project teams in a matrix style as required

## Experience Required:

- Bachelor's degree in a related field preferred
- Project management principles and methodologies, including Agile, or equivalent qualifications
- Significant experience (+5 years) in project management, with a track record of successful project delivery, managing high value complex projects in a B2B environment
- Proven experience in delivering and supporting transformational change initiatives including new ways of working and technical change
- Strong communication, influencing and interpersonal skills with the ability to follow, interpret and explain technical instructions
- Good time management, with the ability to plan and organise day to day workloads
- Proven leadership skills including the ability to motivate teams to a high standard of delivery
- Ability to multitask across a number of different projects simultaneously delivering to required standards of time, cost, and quality
- Strong analytical, problem-solving, and decision-making skills
- Experience with managing the expectations of multiple, sometimes conflicting project stakeholders across different streams of work
- Strong technical skills with competence using project management software, such as Azure Devops, Microsoft Project, Asana, or JIRA
- Strong organisational skills with a rigorous attention to detail
- Ability to build relationships at all levels of seniority in a B2B business
- Flexibility to travel to client sites from time to time