

Our Ref: 250619_Project Manager_3001

PROJECT MANAGER JOB DESCRIPTION

1 Job Summary

1.1.1.1 The Project Manager will be responsible for end-to-end project delivery, ensuring that objectives are met on time, within budget, and to the desired quality standards. This role involves planning, coordinating resources, managing risk, and engaging stakeholders to ensure successful execution across a variety of technology and business change projects.

2 Duties and Responsibilities

2.1 Project Planning & Execution

2.1.1.1 Define project scopes, objectives, and deliverables in collaboration with stakeholders.

2.1.1.2 Develop detailed project plans, timelines, and resource allocations.

2.1.1.3 Lead project execution, monitoring progress, and adjusting plans as necessary

2.1.1.4 Co-ordinating change management tasks and associated documentation

2.1.1.5 Co-ordination of sub-contractors

2.1.1.6 Working with the Service Delivery Manager and Procurement Team to track customer licences and renewals

2.1.1.7 Work with the Service Delivery Manager and Procurement Team to ensure new licenses and products are acquired in time for a project delivery schedule and ensuring the related inventory is correct

2.1.1.8

2.2 Stakeholder Management

2.2.1.1 Act as the main point of contact for project stakeholders and sponsors.

2.2.1.2 Provide clear and timely communication on project status, risks, and decisions.

2.2.1.3 Manage expectations and foster strong relationships with internal and external partners.

2.2.1.4 Leading Client Meetings in regard to Project updates

2.3 Risk & Issue Management

2.3.1.1 Identify and assess project risks and issues; develop and implement mitigation plans.

2.3.1.2 Proactively manage changes in scope, schedule, and costs.

2.3.1.3 Ensure proper escalation and resolution procedures are followed.

2.4 Quality & Compliance

- 2.4.1.1 Ensure projects comply with internal governance processes and documentation standards.
- 2.4.1.2 Facilitate reviews and quality assurance activities throughout the project lifecycle.
- 2.4.1.3 Capture lessons learned and contribute to continuous improvement of project delivery practices.

2.5 Reporting & Documentation

- 2.5.1.1 Maintain comprehensive project documentation, including plans, logs, and reports.
- 2.5.1.2 Produce and present regular project updates to stakeholders and leadership.
- 2.5.1.3 Support portfolio-level reporting and tracking as required by the PMO.

2.6 Account Management

- 2.6.1.1 Be the key point of contact to the customers
- 2.6.1.2 Responsible for contract renewals, ensuring quotes are created and delivered to the customer
- 2.6.1.3 Liaison with finance to ensure key deliverables and financial milestones are met.

2.7 Team Management

- 2.7.1.1 Partially responsible for upskilling of any Junior/Assistant project managers

3 Skills & Qualifications

- 3.1.1.1 Strong understanding of project management methodologies (e.g., PRINCE2, Agile, PMP).
- 3.1.1.2 Excellent organizational, communication, and stakeholder engagement skills.
- 3.1.1.3 Ability to manage multiple concurrent projects in a fast-paced environment.
- 3.1.1.4 Proficiency in project management tools (e.g., MS Project, Jira, Asana, or similar).
- 3.1.1.5 Bachelor's degree in Business, Technology, or related field preferred.
- 3.1.1.6 Project management certification (e.g., PMP, PRINCE2 Practitioner, Scrum Master) desirable.

4 Reporting lines

- 4.1.1.1 Reports to the Head of PMO.

Document Control

Preparation & Authorisation

	Name	Date

Prepared By		
Authorised By		

Release

Issue & Change Control	Issue	Date	Change details
Issue Version	V1.0		