

ROLE PROFILE

Job Role

Senior Project Manager

Job Family

PMO

Role Purpose

The purpose of this critical role within the organisation is to lead and manage large scale, complex business intelligence programmes and project portfolios internally and for our client; delivering actionable recommendations that support the delivery of enhanced service quality and customer experience and have a measurable impact on the client's business. The role holder will have multiple opportunities to impact business processes and company success.

We are looking for a Senior PM that is detail oriented, flexible when faced with change, able to manage multiple tasks and projects, skilled at building relationships with clients and internal team members and thrives in a fast-paced work environment.

Key Responsibilities

- Successful planning, resourcing, implementation, governance, and delivery of projects
- Determining appropriate delivery approach (including methods, contents, and supporting documentation)
- Negotiating realistic deadlines and meeting delivery schedules
- Defining, agreeing, managing and updating all key project components; deliverables, acceptance criteria, work plans, resourcing, risk and issues
- Effectively communicating project status, progress, risks and issues to internal and external stakeholders as appropriate
- Working closely with resourcing, estimated vs actual, to ensure alignment with agreed budget
- Managing the enabling technologies used to deliver the project
- Contributing to the development and implementation of the PMO and BPA business plan and objectives
- Contributing to the continuous improvement of PMO provided services, including the mentoring and upskilling of team members

Key Deliverables

- Identifying potential areas of opportunity, raising the success of the PMO team and the BPA business
- Establishing a senior level relationship with the client and internal stakeholders
- Functioning as a subject matter expert in order to collect complete and accurate business requirements from the client
- Effectively managing client communications and expectations, maintaining a position as trusted advisor
- Contributing to the success of the team through the ability to motivate & mentor cross-functional team members
- Reporting and escalating to senior management as necessary on any barriers to success and progress

Measures of Success

- Projects delivered against project objectives as agreed with the client and measured throughout the life-cycle of the project
- Projects completed within budget prescribed at project outset
- Overall project quality objectives met based on baseline goals, targets, or expectations set in project scoping phase
- Internal team expressed satisfaction with the outcome (internal output audit)
- Highly effective performance of all assigned projects, ensuring they are delivered within scope to the agreed time, quality, and customer success criteria
- The client of the project, as defined at the outset of the project, expressed satisfaction with the project outputs and outcomes and that success criteria had been achieved – process for gathering client feedback used
- The project outputs met all specified requirements
- The project outcome and recommendations (insight, areas of focus, etc.) were actively used for their intended purpose once completed (i.e. the feedback, insight and recommendations were acted on and not shelved)
- The projects can be repeated and deliver a sustainable outcome

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Skills

- Extensive experience of data-driven projects, including the ability to review, interpret, enhance and present data outputs and analysis from multiple sources, turning insight from data findings into actionable recommendations
- Proficient in business process flow diagramming
- Proficient with a wide range of software including project management tools, spreadsheets, document and presentation creation tools
- Demonstrable proven skills and experience in implementing efficiencies in established, high-profile international programmes
- Ability to facilitate discussions between business, operations and technology teams

Behaviours

- A self-starter who can thrive in a fast-paced environment with minimal direct supervision
- Excellent communication / relationship building and stakeholder management skills. Ability to understand a broad range of viewpoints and build consensus
- Have a keen eye for business and strategy as well as solid technical skills
- Highly effective organisational skills and attention to detail

Additional Requirement:

- Ability to travel globally (on occasion)

Knowledge/Qualifications

- Broad knowledge of Waterfall, Agile and/or Hybrid project management methodologies, systems implementation and process improvement techniques
- Ideally educated to degree level
- Prince2 and/or 6 Sigma desirable

Experience/Tenure

- 5+ years' experience in the management of multiple, complex project portfolios from inception to successful implementation, including the development of project plans and the management of resources, budgets and timelines, through to evaluation of project outcome
- Extensive experience of data-driven projects including the ability to review, interpret, enhance and present data outputs and analysis from multiple sources, turning insight from data findings into actionable recommendations
- Solid experience as a Project Manager in a constantly changing environment
- Proven experience of managing the full life-cycle of several projects
- Proven experience of working independently with minimal supervision and as part of a team to complete assignments