

## Project Manager (Implementation Lead)

**Reports to:** Digital Transformation Lead

**Working with:** All areas of the business (including Board, Volunteers and Tenants) and all relevant strategic contracted suppliers, vendors, resellers and consultants.

***“Providing excellent services to our tenants and colleagues by maximising the efficiency of data and digital services”.***

“All Together” and “Resilience & Resourcing” are two of our strategic “digital objectives”. We must make appropriate spend decisions and ensure that we look holistically at the impact and benefits of all changes made. Working closely with our users will ensure we understand how well our business solutions are performing and showing them the art of the possible will allow us to identify new and innovative solutions to make working with Red Kite easier for both tenants and staff.

This role is part of a team that is driving the organisation’s exciting Digital Transformation Strategy and you will be the lead on various transformation projects, helping to prioritise and deliver meaningful change. This role is all about advocating and delivering sustainable change and improvement to enable the business to become the best it can be, using technology.

The Digital Transformation Strategy is about delivering sustainable change and improvement, supporting the business to become the best it can be. You will be a key element for advocating a ‘digital by design’ approach through the improvement of our core processes and transitioning these to our emerging Housing Management System based on a model of Microsoft Dynamics modules.

As a Project Manager you will have sound experience scoping and implementing projects, good communication and organisational skills to manage and deliver new systems to time and to budget through working with all users, tenants and suppliers, and be inquisitive, methodical and dynamic to deliver tangible change for the organisation. Experience or an understanding of working with the Microsoft Dynamics toolset and the wider Microsoft suite of products would be an advantage.

### **What we need you to do:**

- Play a key role in the development of our management systems that will provide a single view of our tenants and assets across the organisation.
- Embed new ways of working through collaborative working across all areas of the business.
- Support the ongoing development of our core technology products, including Dynamics365, Asset Management and Housing Management Systems
- Understand the organisation’s operational needs with a focus on using technology to improve this, flexing your time between various projects as needed to deliver the ‘right thing at the right time’.

- Be a champion for users, both staff and tenants alike – always seeking to improve interactions, usability, content, information, accessibility and design to reduce effort.

#### **What you will be responsible for:**

- Project Managing the delivery of several medium to large scale projects, adopting the appropriate project management and business analysis methods and tools from the Digital Strategy Delivery Framework.
- Ensuring project delivery is within agreed cost and timescales whilst maintaining the quality and benefit of the project deliverables.
- Prepare business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
- Take responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in technology and data management.
- Collaborate with stakeholders at all levels to understand business need and detail this in requirements specifications.
- Ensuring that robust project documentation is created and consistently maintained and accessible for regular and accurate communication with stakeholders.

#### **Knowledge and Experience:**

- Proven evidence of successful delivery of projects using both Waterfall and Agile methodologies.
- Experience of producing excellent documentation to support requirements gathering and the implementation of new technological solutions.
- Experience of managing technical projects such as migration of data or integration of systems
- Evidence of project management and / or business analysis skills, ideally holding a qualification in either of these disciplines.
- Evidence of demonstrating your personal impact in making a difference and delivering successful projects.
- Understanding of business practices and dependencies
- Experience in the Housing Sector / and or Microsoft Dynamics would be an advantage.

#### **What our teams will see in you:**

- A team player who is supportive, reliable and trustworthy / who gets stuck in and creates a positive atmosphere.
- Strong influencing skills with the ability to network effectively at all levels
- Someone who is focussed on delivery and works with business teams to ensure their defined requirements are delivered
- A person who naturally instils confidence in the people they work with.
- Someone who thrives on and is calm in challenging situations, working well under pressure.
- A person who makes good decisions taking into consideration wider impacts.
- Someone who is approachable, dedicated and hardworking.
- A great communicator, both verbally and written, at all levels.
- Someone who motivates, encourages and communicates well with everyone.

**As a person, you will have:**

- Strong analytical and problem-solving skills, with the ability to see through complexity to what's important and understand the drivers of business value.
- Excellent organisational skills in relation to prioritising workload, time management and keeping an eye on the detail.
- Be comfortable and resilient in challenging current ways of working and can offer a more beneficial alternative.
- A positivity about you – you will be pro-active and up for a challenge.
- Someone who is willing to be flexible to achieve strategic objectives as well as great operational improvements.
- Be at ease with technology, someone who knows what good looks and feels like and can translate this for others, bringing them on a journey of change and improvement.
- The ability to build trust and inspire confidence when managing change allowing for the business to fully embrace it.
- Excellent interpersonal and communication skills with an ability to collaborate at all levels.
- Experience working in the Housing Sector, transformation programmes and with Microsoft Dynamics would be an advantage