**Project Manager**

**Reports to:** Business Improvement Manager – Progress Pod.

**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 corporate projects required to underpin the delivery of our Digital Strategy.

Forming part of a team that is driving the organisation’s Digital Strategy you will lead on improving the status quo, 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 Project Manager will need to have experience of working with Microsoft Dynamics 365 and the wider Microsoft 365 products. This position demands someone who is inquisitive, methodical and dynamic, who can really deliver tangible change for the organisation.

**What we need you to do:**

* Embed new ways of working through collaborative working across all areas of the business that support the delivery of workstreams underpinning our Digital Strategy.
* Support the ongoing development of our core suite of technology products.
* Understand the organisation’s operational needs with a focus on using technology to improve this. Flexing your time between various streams of work 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:**

* Leading on the delivery of several system enhancements and small to medium scale projects, adopting the appropriate methods and tools from the Digital Strategy Delivery Framework.
* Supporting, where required, the Senior Project Managers on large scale projects.
* Ensuring project delivery is within agreed cost, timescale 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.

**Where you have come from:**

* An environment where you have demonstrated project management and / or business analysis skills, ideally holding a qualification in either of these disciplines.
* Somewhere that you have built up an understanding of delivering IT systems.
* Able to produce excellent documentation to support requirements gathering and the implementation of new technological solutions.
* Possess the ability to adjust project and analysis techniques to fit both Waterfall and Scrum methodologies.
* A place where you have demonstrated your personal impact in making a difference and delivering successful projects.

**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.
* 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 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.
* Is 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.