### Role Profile

**Job Title:** Senior Project Manager  
**School/Department:** Information Services (IS)  
**Job Family and Level:** APM Level 5  
**Contract Status:** Fixed term (6 month duration)  
**Hours of Work:** Full-time (36.25 hours per week)  
**Location:** Kings Meadow Campus  
**Reporting to:** Head of IT Change Delivery

**Purpose of the Role:**

You are a professional, established and expert Senior Project Manager with a track record of successful delivery of high-profile, complex IT projects. You are an experienced leader and communicator, who is used to working effectively with a wide range of stakeholder groups.

You are responsible for taking a lead on, and being accountable for, the successful delivery of high-profile, medium to large-scale global strategic IT projects within Information Services. Working with staff at all levels within IS and across the University of Nottingham, this role will assume responsibility for key aspects of management across a range of medium to large-scale IT projects, ensuring that activity is delivered on schedule, to agreed quality standards and within budget. You are delivery-focused and will take a hands-on approach to help secure success as we respond to the constantly evolving IT landscape.

As a dedicated expert and specialist function, the role will increase the ability of IS to deliver projects of benefit to our customers and the wider global University. You will also help to establish and operate the professional practices that underpin successful project management, as well as proactively highlighting areas for improvement.

**IT Change Delivery team**

**IT Change Delivery** is a large team within IS which owns the part of the institutional IT Strategy which is about establishing, leading and inspiring the teams which are responsible for delivery of the global portfolio of new developments. The Change Delivery team is responsible for managing the portfolio of approved projects and ensuring that the transition of new developments into live service is smooth and effective. We express the purpose of the Change Delivery team as “Make sure the portfolio of projects is delivered effectively.”

**Information Services**

The Information Services (IS) department is the central IT provider for the University of Nottingham, serving a global, digital community of over 43,000 students and 8,000 staff across the University’s UK, China and Malaysia campuses.
**Main Responsibilities**

1. Take the lead in IS as a dedicated, expert Senior Project Manager for specified projects. The role will assume responsibility and accountability for all aspects of project management from inception to implementation across a wide variety of high-profile, medium to large-scale project activities, usually involving institutional change, by fulfilling the following duties:
   - Day-to-day running of multiple medium to large-scale projects through the project lifecycle, including change management activity
   - Identify, document, analyse and, if required, challenge customer requirements, ensuring the project meets business needs
   - Establish project teams, co-ordinate staff engaged in project work and provide leadership, vision and direction to team members
   - Identify and secure resources and expertise as required to deliver the project (including liaison with third-party suppliers, as appropriate)
   - Ensure that deliverables and objectives of the project(s) are accomplished as specified, within timescales, to budget and agreed quality standards
   - Responsible for performance, cost, scope, schedule and quality in line with IS and University core strategy and objectives
   - Undertake project planning; defining project deliverables, success criteria, benefits management, dependencies and change control
   - Closely monitor project progress and performance / quality assurance
   - Record and manage project risks / issues and escalate, when necessary
   - Lead project meetings, as appropriate
   - Produce and present written and oral reports / management information on project activity / progress to Senior Management and other groups, as appropriate
   - Ensure availability and visibility of relevant high-level information to aid strategic decision-making

2. When requested, assist other Project Managers with the delivery of project activity that is experiencing difficulties, undertaking duties such as:
   - Trouble-shooting and problem-solving
   - Detailed current-state analysis including risks and issues
   - Offering specialist advice on steps necessary for project recovery
   - Presenting recommendations to senior management

3. Develop, build and establish effective working relationships with key partners:
   - **Partnering** – to develop awareness of new developments in the project lifecycle
   - **Development & Operational teams** – to understand operational requirements
   - **IT Service Transition** – to ensure smooth handover into a live environment
   - **IT Service Management / Suppliers** – ensure support objectives are met

4. • Represent IS and UoN at internal / external project meetings and events as appropriate
   - Promote and instigate best practice and continuous improvement of the overall Project Management process, procedures and templates
   - Develop own skills and professional capability in line with the needs of the service
**Knowledge, Skills, Qualifications & Experience**

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<th>Qualifications/Education</th>
<th>Essential</th>
<th>Desirable</th>
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<td>• Formal degree/professional qualification in a relevant subject plus significant first-hand practical experience of large-scale project management within an IT environment, including change management experience and/or • Proven track record of extensive work experience, demonstrating significant first-hand experience/practical knowledge of large-scale project management within an IT environment, including change management experience • Professional Project Management qualification (e.g. APM, Prince2 or equivalent)</td>
<td>• Knowledge / experience of Agile project management methodology</td>
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<td>• Demonstrable knowledge and understanding of project management methodologies and techniques • Understanding of the project lifecycle • Knowledge of using relevant software e.g. MS Project • Strong planning, organisational and multi-tasking skills • Excellent interpersonal and communication skills • Excellent attention to detail • Knowledge of IT processes • Knowledge of change management</td>
<td>• Knowledge of the Higher Education environment • Understanding of the Agile development lifecycle</td>
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<th>Experience</th>
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<td>• Demonstrable / proven significant project management skills, i.e. successful delivery of large-scale, complex IT / change management project(s) from inception to implementation • Experience of working in IT with a technical understanding • Experience of high level influencing and negotiation to achieve project goals • Experience of working across organisational boundaries • Experience of leading / motivating project teams • Ability to analyse, trouble-shoot, problem-solve and offer expert advice to Project team members • Strive for continuous improvement</td>
<td>• Experience of project management within Higher Education • Experience of managing budgets</td>
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