Role profile

**Job title** | Senior Project Manager | **Job family and level** | Administrative, Professional and Managerial Level 5
---|---|---|---
**School/Department** | Digital & Technology Services | **Location** | Kings Meadow Campus

**Purpose of 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 will be 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 Digital & Technology Services (DT&S). Working with staff at all levels within DT&S 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 DT&S 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.

**Main Responsibilities**

(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>Programme and Project Management</th>
<th>% time per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take the lead in DT&amp;S 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:</td>
<td>70%</td>
</tr>
<tr>
<td>• Day-to-day running of multiple medium to large-scale projects through the project lifecycle, including change management activity</td>
<td></td>
</tr>
<tr>
<td>• Identify, document, analyse and, if required, challenge customer requirements, ensuring the project meets business needs</td>
<td></td>
</tr>
<tr>
<td>• Establish project teams, co-ordinate staff engaged in project work and provide leadership, vision and direction to team members</td>
<td></td>
</tr>
</tbody>
</table>
• 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, including representation at senior level Project and Programme Boards
• Produce and present written and oral reports / management information on project activity / progress to Senior Management and other groups, as appropriate, including escalation for decision/resolution
• Ensure availability and visibility of relevant high-level information to aid strategic decision-making
• Manage and monitor evaluation activities (including Benefits Realisation)
• Represent UoN at internal/ external project meetings and events as appropriate

**Problem Resolution**
When requested, assist other Project Managers with the delivery of high-level project activity that is experiencing difficulties, undertaking duties such as:
• Undertaking a trouble-shooting & problem-solving function
• Analysis of the problem & exploration of resolutions options
• Offering specialist advice on steps necessary for project recovery
• Presenting recommendations to senior management
• Assuming the role of Project Manager when required
• Establishment of project ‘recovery’ team(s) in order to bring activity back-on track and ensure a successful outcome

**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

**Other**
• Represent DTS/UoN at internal/external project meetings/events as appropriate
• Promote and instigate best practice and continuous improvement of the overall Project Management process, procedures and templates
• Develop skills and professional capability in line with the needs of the service

<table>
<thead>
<tr>
<th>2</th>
<th>Problem Resolution</th>
</tr>
</thead>
</table>
| 10% | When requested, assist other Project Managers with the delivery of high-level project activity that is experiencing difficulties, undertaking duties such as:
- Undertaking a trouble-shooting & problem-solving function
- Analysis of the problem & exploration of resolutions options
- Offering specialist advice on steps necessary for project recovery
- Presenting recommendations to senior management
- Assuming the role of Project Manager when required
- Establishment of project ‘recovery’ team(s) in order to bring activity back-on track and ensure a successful outcome |

<table>
<thead>
<tr>
<th>3</th>
<th>Develop, build and establish effective working relationships with key partners</th>
</tr>
</thead>
</table>
| 10% | • **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 |

<table>
<thead>
<tr>
<th>4</th>
<th>Other</th>
</tr>
</thead>
</table>
| 10% | • Represent DTS/UoN at internal/external project meetings/events as appropriate
• Promote and instigate best practice and continuous improvement of the overall Project Management process, procedures and templates
• Develop skills and professional capability in line with the needs of the service |
## Person Specification

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Skills</strong></td>
<td>▪ Knowledge and understanding of a variety of project management methodologies and techniques</td>
<td>▪ Knowledge of the Higher Education environment</td>
</tr>
<tr>
<td></td>
<td>▪ Ability to apply project and programme management disciplines in a flexible manner appropriate to complex change programmes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Knowledge of and confidence in using relevant software (e.g. MS Project)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Oral and written communication skills</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Advisory skills including ability to analyse, trouble-shoot, support, challenge and advise other project and programme managers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Strong planning and organisational skills</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ High level influencing and stakeholder management skills with the ability to operate effectively in a complex organisation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Adjusts quickly to new situations or changing priorities</td>
<td></td>
</tr>
<tr>
<td><strong>Knowledge and experience</strong></td>
<td>▪ Demonstrable/proven significant project management experience i.e. successful delivery of large-scale, complex projects from inception to implementation</td>
<td>▪ Experience of project management within Higher Education</td>
</tr>
<tr>
<td></td>
<td>▪ Experience of managing change in a complex organisation</td>
<td>▪ Experience of line management/matrix management of other project managers</td>
</tr>
<tr>
<td></td>
<td>▪ Experience of leading/motivating project teams</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Experience of working in IT with a technical understanding</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Experience of working across organisational boundaries</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Strive for continuous improvement</td>
<td></td>
</tr>
<tr>
<td><strong>Qualifications, certification and training (relevant to role)</strong></td>
<td>▪ Formal degree/professional qualification in a relevant subject plus significant first-hand practical experience of large-scale project/programme management and/or Proven track record of work experience, demonstrating significant first-hand experience/ practical knowledge of large-scale project/ programme management</td>
<td>▪ Degree in a relevant subject</td>
</tr>
<tr>
<td></td>
<td>▪ Professional Project Management qualification (APM, Prince2 or equivalent)</td>
<td>▪ Qualification in Leadership and Management</td>
</tr>
</tbody>
</table>
The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our workforce and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

**Expectations and Behaviours**

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

**Valuing people**
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

**Taking ownership**
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

**Forward thinking**
Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

**Professional pride**
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

**Always inclusive**
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

**Key Relationships with others**

- **Line manager**
- **Role holder**
- **Key stakeholder relationships**
  - Project Managers
  - DTS & UoN teams
  - Head of Project Management
  - Senior Project Manager