



JOB DESCRIPTION

JOB TITLE:	IT & Systems Project Manager	ROLE LEVEL:	
DEPARTMENT:	Programmes	REPORTS TO: Chris Mayne	Head of Programmes
MANAGEMENT RESPONSIBILITY FOR:		DATE OF JOB DESCRIPTION:	September 2024

About ITS

One of the UK's most exciting and fastest growing full fibre infrastructure providers. We design, build and operate ultrafast full fibre network, purpose built to help UK businesses thrive through our 500+ partners community. Rapidly advancing technology means there's never been a more exciting time; for you, for business, and for the future.

ROLE DESCRIPTION:

We are seeking a highly motivated and customer-focused Project Manager to lead and manage IT & systems projects from inception to completion. The IT & Systems Project Manager will lead the systems delivery requirements, design and development and test and handover to operations. The work will involve closely liaising with cross-functional teams to ensure that all project deliverables meet business expectations and business goals. The ideal candidate will have strong project management experience directly in the IT & systems arena, excellent problem-solving skills, and a proven track record of delivering complex IT and systems projects successfully in related applications and platforms.

As an effective Systems Project Manager you will drive assigned project initiatives within ITS. The ideal candidate will have excellent stakeholder management experience and a good understanding of running projects related to IT applications, technical integrations, testing and cutovers. Experience of both bespoke hosted applications and SAAS / PAAS would be beneficial.

Success in this role means you are exceptionally attentive to detail, have a strong analytical background, familiar with risk management and well skilled at forecasting and planning of technical deliverables. You possess strong influencing skills and have worked with external (onshore and offshore) and internal teams of diverse backgrounds.

Key Responsibilities:

Project Planning and Initiation:

- Engage with stakeholders to understand their needs, define project objectives, and set clear deliverables and timelines.
- Define functional requirements and specifications in conjunction with relevant stakeholders including operational leads and systems architects and business analysts.
- Develop detailed project plans, including scope, budget, resources, and timelines, in collaboration with internal stakeholders and the customer.
- Identify risks and develop mitigation strategies to ensure project success.

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Relationship Management:

- Act as the primary point of contact for the delivery of the project related IT & systems requirements throughout the project lifecycle, ensuring clear and consistent communication.
- Build strong relationships with stakeholders to ensure satisfaction and understanding of the business requirements.
- Regularly update the Programme lead and PMO on project progress, address concerns, and provide solutions to any issues that may arise.

Project Execution:

- Oversee project activities, ensuring that tasks are completed on time and within scope.
- Coordinate cross-functional teams (e.g., engineering, product, marketing, and support) to ensure all project elements are aligned and delivered as expected.
- Manage resource allocation and make adjustments as necessary to meet project goals.

Monitoring and Reporting:

- Track project progress using project management tools (e.g., MS Project, JIRA, Miro, Confluence) and ensure milestones are achieved.
- Provide regular reports and updates to internal stakeholders and customers, highlighting key milestones, risks, and project status.
- Monitor project financials, ensuring that the project remains within budget and any variances are addressed proactively.

Risk and Issue Management:

- Proactively identify potential project risks and issues, develop contingency plans, and take corrective actions when necessary.
- Escalate critical issues to senior management and work closely with the customer to resolve challenges and keep the project on track.

Quality Assurance and Customer Satisfaction:

- Ensure that all project deliverables meet customer expectations and are of high quality.
- Conduct post-project reviews to assess customer satisfaction and gather feedback for continuous improvement.
- Implement best practices and lessons learned to improve future project performance.

Change Management:

- Manage changes to the project scope, schedule, and costs by following established change control processes.
- Communicate any scope changes to customers and ensure their approval before implementing changes.

Team Leadership and Collaboration:

- Lead and motivate cross-functional project teams to achieve project goals and objectives.
- Foster a collaborative and productive working environment, encouraging team members to contribute ideas and solutions.
- Provide guidance and support to team members throughout the project lifecycle.

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Project Closure:

- Ensure successful completion of the project by meeting all deliverables and obtaining appropriate acceptance and sign off.
- Conduct project closure activities, including final reporting, documentation, and any satisfaction review surveys required.

Technical Skills:

Strong knowledge of project management methodologies (e.g., Agile, Waterfall).

Proficiency with project management software (e.g., MS Project, Confluence , JIRA, Miro).

Excellent understanding of financial management and budgeting principles.

Communication Skills:

Exceptional written and verbal communication skills with the ability to convey complex information clearly to customers and internal teams.

Strong negotiation and conflict resolution skills.

Soft Skills:

Customer-focused mindset with a proven ability to build and maintain strong relationships.

Strong problem-solving abilities and a proactive approach to addressing project challenges.

Highly organized with strong attention to detail. Ability to drive prioritisation of requirements (WSJF , MOSCOM) with business stakeholders in order to structure effective backlog.

Required/Desired Qualifications:

- Education: Bachelor's degree in Business, Project Management, Engineering, or a related field.
- Experience: 5 plus years of experience in project management, preferably in a customer-facing or client services role.
- **Essential** - Experience in industry related change projects and/or typical platforms across OSS and BSS environments.
- Desired - knowledge of Salesforce or similar CRM platforms
- Desired - knowledge of Cloud solutions e.g. AWS/Azure
- Essential - Strong stakeholder management experience
- Strong experience in delivery through third party suppliers
- Essential – exposure and awareness of UX/CX design principles.
- Strong and demonstrable Agile delivery experience (SAFe or Scrum)
- PMP (Project Management Professional) or PRINCE2 certification.
- Experience working in industries such as IT, construction, engineering, or professional services.
- Familiarity with Customer Relationship Management (CRM) systems.
- Experience managing multiple projects simultaneously, often with competing deadlines.