JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>IT Project Manager</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>IT Department</td>
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<tr>
<td>Job Type</td>
<td>2 year fixed term contract</td>
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<tr>
<td>Grade:</td>
<td>Grade 8</td>
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<tr>
<td>Accountable To:</td>
<td>Head of Projects - IT</td>
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</tbody>
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Purpose of the Post

The College has agreed a programme of work to strengthen and enhance its current capability as well as meeting the demands of new legislation and emerging risks, and realising opportunities. The project portfolio consists of: developing our student administration systems and virtual learning environments; business continuity and disaster recovery, data protection (GDPR), and cyber security; application integration, enabling a master data pipeline, and upgrading finance systems and system platforms. The post of IT Project Manager will be to lead the delivery of projects within this portfolio.

Key Tasks

**Project Start-up and Initiation:**

- Receive the brief or mandate for the project and ensure that the brief is clear and precise.
- Work collaboratively with other members of the University's staff and external suppliers/representatives to gather, assess and prioritise requirements and help business functions define the desired project outcomes. Analyse and document existing business processes, structures, rules and information and track the transition from the "As Is" to "To Be" models.
- Produce and present user requirements specifications, proposed options, gap analysis, impact analysis, functional specifications, and any other design documentation needed to ensure the successful specification of technical requirements.
- Ensure that the problem the project addresses or the opportunity to be exploited is defined in business terms.
- Establish constructive dialogue with the business and confirm governance structure for the project delivery.
- Develop the business case where necessary.
### Project and/or Stage Planning
- Define and deliver project plans to cover the complete lifecycle of the project in alignment with an agreed project methodology. This will include defining the critical path.
- Define, produce and budget for the resource required in the project plan to ensure successful delivery within time and budget.
- Plan for the delivery of the project in accordance with the business case and in respect of the impact on existing technology, infrastructure and business process.
- Take responsibility for the project stakeholder community, this will include senior management within IT and the wider business, internal end user testing, and the project Design Authority.
- Produce and implement detailed, well defined and costed resource plans for the delivery of each project, taking into consideration the existing internal skills and capabilities, potential training requirements and external supplier support available.

### Project Delivery and Governance
- Allocate work packages to, and monitor the progress of, internal project team and third-party suppliers to ensure successful delivery.
- Proactively manage the challenge of competing requirements for internal resource, reactively identify and act on shortfalls in performance, and retrospectively provide a review of performance to line management.
- Ensure project compliance with project governance, information security, data protection and related standards and policies.

### Effective Financial Management
- Prepare, monitor and report on the project budget and authorise expenditure within pre-agreed limits.
- Through robust financial control and discipline throughout the project, own and manage the agreed budget for projects and ensure budget targets are achieved.
- Manage exceptions where agreed budget tolerances are, or are at risk of being, exceeded by following RHUL risk/issue management and exception reporting procedures.

### Stakeholder Management
- Establish who the stakeholders are and identify how they should be engaged; confirm the approach with each stakeholder.
- Develop relationships with key stakeholders at a strategic level.
- Maintain positive and open formal and informal dialogue with each stakeholder and ensure they are fully aware of progress and issues.

### Management of risks and issues
- Closely monitor the project progress, ensuring the successful identification, management and mitigation of individual risks, including documenting,
highlighting, and allocating the risk to the agreed risk owner.
- Clearly communicate any issues that significantly impacts the project to appropriate stakeholders including the Project Board; highlight issues that cannot be managed within project tolerances or will have resource implications.
- Propose solutions and amendments to successfully mitigate or remove emerging risks within current resource constraints.

**Progress Monitoring**
- Own and manage progress monitoring, evaluating progress against the project plan ensuring RHUL project gateways are navigated in a timely fashion, and corrective action is taken against any variances.
- Closely monitor people resource activity and the project team’s contribution to ensure project commitments are being met.
- Produce progress reports for senior management, the College Governance Committee and Strategic Projects Committee to ensure project progress is transparent and in line with delivery goals.
- Produce an Exception Report where project tolerances are exceeded and approval is required to change the scope, budget or timeline of the project; produce an associated Exception Plan as required.

**Managing Transition into Service**
- Ensure stakeholder acceptance and operational readiness in advance of transition to service. This will be delivered in accordance with the Colleges ITIL service delivery framework model.
- Ensure all aspects of the project are successfully transferred to BAU activity.
- Produce project closure documents for sign-off.

**Wider Portfolio Contribution**
- Provide consultancy and advisory support to other members of the IT Project Delivery team and broadly across the RHUL community of project managers.
- Contribute to appropriate forums, such as peer group reviews and wider project working groups.
- Contribute to the continuous improvement of the project management processes, procedures and standards within RHUL.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.