



JOB DESCRIPTION

Job Title:	IT Project Manager
Department / Unit:	IT Department
Job Type	Permanent
Grade:	RHUL 8
Accountable To:	Lead IT Project Manager
Purpose of the Post	
<p>The College has agreed a three year digital plan to strengthen and enhance its current digital capabilities and infrastructure. The programme has three change workstreams: Safe & Secure Infrastructure, Digitisation and Simplification & Value. The IT Project Manager will manage one of these workstreams which contain individual deliverables of small scale and a small number of larger IT Enabled Change projects.</p>	
Key Tasks	
<p>Project Start-up and Initiation:</p> <ul style="list-style-type: none"> • 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.
- 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

- 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

- Ensure the expectation of all relevant stakeholders is managed correctly, and the level of communication is sufficient to ensure engagement and appropriate action throughout the project lifecycle

Progress Monitoring and Risk

- 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.
- Closely monitor people resource activity and the project team's contribution to ensure project commitments are being met.
- 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.

- 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.

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.

Wider Portfolio Contribution

- 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.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: IT Project Manager

Department: IT

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to degree level and/or comparable experience	x		Application Form
Formal training in project methodology (PRINCE2, APMP etc)	x		Application Form
Knowledge of ITIL Service Management framework and processes		x	Interview
Skills and Abilities			
A detailed understanding of the full project life cycle, including requirements analysis and business case approval to implementation and service transition	x		Application Form / Interview
Highly evolved problem solving skills with demonstrable experience in bringing projects back on track and delivering remedial actions quickly to ensure delivery	x		Application Form / Interview
First class stakeholder management and influencing skills. Including managing internal virtual teams, external suppliers, and relationships with senior management	x		Application Form / Interview

Excellent written communication skills and ability to write complex reports to a high standard	x		Interview
Excellent writing and technical documentation skills to produce clear technical papers, requirements documents, project reports and Systems Architecture diagrams	x		Interview
Knowledge and experience of Visio & MS Office productivity tools (Word, Excel, email etc.)	x		Interview
Proven ability to forge effective professional relationships at all levels, working collaboratively and sharing knowledge and skills (business and technical)	x		Interview
Experience			
Extensive experience in project delivery in order to as a designer and ambassador for best practice and governance	x		Interview
Experience of managing an IT service team, including balancing priorities, scheduling, and forward planning of work and resources to meet supply and demand.	x		Interview
Other requirements			
Has a clear view of there own CPD and career direction	x		Interview
Excellent analytical and problem solving skills with "can do" approach	x		Interview
Self-motivated, highly practice and performance driven	x		Interview