Job Description

YPO®

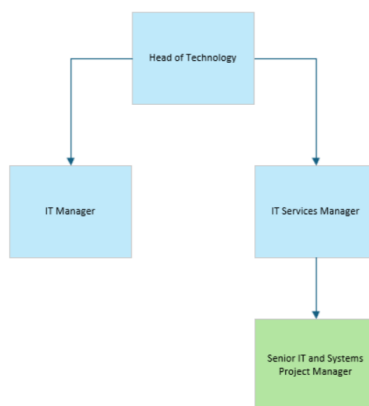| Job Title:	Senior IT and Systems Project Manager
Reports to:	IT Services Manager
Grade:	Grade 12
Date:	August 2022

1. Job Purpose

The Senior IT and Systems Project Manager will take full responsibility for the delivery of a major system upgrade project. This is a complex upgrade to the organisations Business Central (ERP) system. This is a challenging and demanding role, requiring a flexible attitude and strong personality combined with exceptional experience and understanding of project management.

The Senior IT and Systems Project Manager will also be responsible for the movement of work packages within the different IT teams (and any other teams in the Technology Department) including but not limited to development, testing and infrastructure, to ensure efficient monitoring and timely completion of work in readiness for deployment.

The Senior IT and Systems Project Manager is expected to be an effective, authoritative leader who inspires confidence and respect from customers, internal teams, and suppliers.

An effective project manager goes beyond traditional project management skills; they build strong interpersonal relationships and convey personal effectiveness to achieve their goal.

2. Organisational Structure

3. Dimensions

The Senior IT and Systems Project Manager works in partnership with colleagues and is fully responsible and accountable for managing the efficient and timely delivery of project and change request work, ensuring project documentation is created, updated, and communicated accordingly, and acting as a key liaison between their team and the wider business.

Responsibility for leading and managing workstream teams within a project or work package in a matrix style from 2-10 staff from all levels and areas of the business.
Managing key relationships throughout the business including at Senior Leadership Team Level.

Responsible for the quality of outputs and recommendations of work undertaken which will have a far-reaching effect for all YPO employees which in turn will deliver savings, efficiencies, or risk reduction identified within the scope of work.

Manage internal and third-party resources (including external suppliers and contractors) on and off site to maximise their contribution, providing appropriate support and guidance where necessary and to ensure the impacts of change are understood and conflicts between stakeholder groups negotiated.

Financial responsibility to ensure that solutions are delivered within budget and ensuring additional resource requirements are identified throughout the lifecycle of work.

4. Principle Accountabilities

- The Project Manager ensures that the work package is delivered on time, to budget and to the required quality standard (within agreed specifications).
- Collaborate and work alongside internal teams and external suppliers to implement solutions, including prioritising the different elements of a project, change request or BAU.
- Co-ordination of the movement of work packages within their team, including but not limited to development, testing and infrastructure, to ensure efficient monitoring and timely completion of work in readiness to hand over to customers.
- Create and gain sign off to all the key project management documents including Business Cases and Project Plans.
- Create, manage, and execute project plans to meet the project objectives and scope.
- Formally manage any change requests (CRs).
- Prioritise project activity to meet the overall project objectives.
- Creation of project highlight reports and updates to Project Boards and key stakeholders in a timely fashion.
- Manage project dependencies.
- Identify project issues and ensure escalation of serious problems upwards to the Sponsor and Head of Technology in a timely manner.
- Maintain the project RAID and ensure actions are in place to manage project risks. Escalate risks as appropriate.
- Track and manage the project budget.
- Delivery of project and work package products in a serviceable state including hand-over to business delivery teams.
- Work with the Project Sponsor to ensure the required skill sets are resourced within the project team.
- Work closely and effectively with other project managers of any linked or dependant projects, including internal and external contracting project managers.
- Adhere to YPO project management practice and support YPO in further developing its internal project management approach.
- Lead, focus and motivate different project teams.
- Take responsibility for overall progress and use of resources.
- Ensure all work is properly scoped, planned, costed and, risks/issues identified and resolved or mitigated in advance.

- Manage internal and third-party resources on and off site to maximise their contribution, including external suppliers & contractors, providing appropriate support and guidance where necessary.
- Pro-actively communicate the activities and purpose of the project(s) to the wider organisation and work with Senior Users to build awareness, desire, and knowledge of the projects vision.
- Produce and maintain register of lessons learned.
- Chair project team meetings (produce agendas and action-based minutes).
- Ensuring applications, systems and stakeholders comply with Data Protection and cyber security requirements.
- The post holder will be required to manage workshops and articulate complicated business and IT needs to various audiences to ensure a complete understanding of a deliverable, its capability, and limitations.
    - Manage conflicting views on requirements and undertake sensitive, sometimes difficult, conversations.
    - Represent the Business Analysis function at meetings within IT and with other functions/departments within YPO.
    - Liaise with suppliers and partners in evaluation of products and services to assess whether they meet the needs of YPO.
- Provide on-going support to resolve critical business incidents where required.
- To keep self and colleagues up to date with information, training, and development. opportunities appropriate to maintaining and developing professional service standards.
- Ensure successful project closure and handover to business operations.
- To work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- To keep up to date with information, training, and development opportunities appropriate to maintaining and developing professional service standards.
- Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies including those relating to Equality and Diversity, Customer Care and Health and Safety.
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

5. Planning and Organising

A high level of planning and organising is required for the postholder to be successfully in this role. This role will plan, coordinate, and lead all activity within the projects and work packages they are responsible for.
- The postholder will have the ability to drive planning sessions to achieve task level plans.
- Daily, weekly, and monthly commitments will require detailed planning combined with the on-going programme of work and an ability to manage changing priorities.
- The postholder will organise the content of all work packages within their team around feasibility and requirements gathering and they are accountable for meeting deadlines as per individual plans and the wider strategy.
- The postholder must ensuring they always adhere to timescales for all areas of work, if any slippage occurs, they must escalate any issues to the relevant manager.
- The postholder is responsible for ensuring that any deviations from signed off requirements are managed effectively and efficiently via the change control process.

6. Decision Making

To actively drive forward timely decision making.
Deploying techniques to deal with any resistance to change.
This role will have the autonomy to sign off on variances to timelines and budgetary costs.
This role will work with the Head of Technology, Project Sponsors, and the Senior Management team to provide effective project management to those working on the project and assist in embedding project management principles within the organisation.

7. Internal and External Relationships

Internal
Team members, Head of Technology, IT Management Team, Senior IT and Systems Business Analyst, Business Change, Project Boards, Board of Directors, Senior Management Team, Communications Manager and several other project stakeholders

External
Partners, Suppliers, Consultants.

This role is a key business partnering role within the IT team and the postholder will be expected to form strong relationships with the above stakeholders and act as a liaison between them and more technical colleagues.

8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
Knowledge			
A broad understanding of the full software development lifecycle.	X		Application & Interview
Understanding of Business Analyst role and experience of working with Business Analysts		X	Application & Interview
Understanding and ability to tailor project approach to more agile ways of working where appropriate for the nature of the project	X		Interview
Identify, control, and manage unexpected challenges and issues and instil confidence within the projects team	X		Interview
Strong understanding of modern technologies, systems, and processes.	X		Application & Interview
Understanding of Programme Management (MSP)		X	Application & Interview
A broad understanding of IT infrastructure, and application implementation and migration	X		Application & Interview
Good understanding of business best practice		X	Interview

Skills			
Extensive planning skills in a complex structure with many interdependencies	X		Application & Interview
Excellent organisational skills	X		Interview
Exceptional written & oral communication skills including presentational skills	X		Application & Interview
Ability to drive teams to produce realistic plans for work		X	Interview
Good problem-solving skills and techniques	X		Application & Interview
Excellent experience and skills in the use of Microsoft (MS) Office programs including Project, Excel, Word, PowerPoint	X		Application
Ability to direct and influence key stakeholders and the project team using varying techniques	X		Interview
Excellent collaborative approach to gain support and drive momentum within the project	X		Application & Interview
Is highly credible with an ability to build relationships and gain trust from senior business users and technology delivery personnel.	X		Interview
Ability to thrive in a high pressure, fast moving, often changing, dynamic, delivery environment.	X		Interview
Sound judgement, vision, flexibility, and great communication skills are essential along with interpersonal, reasoning, negotiation, influencing, analytical and leadership skills.	X		Application & Interview
Able to make sense of conflicting priorities and risks and reach effective and speedy solutions.	X		Interview
Experience			
Significant track record of delivering projects in a dynamic organisation.	X		Application & Interview
Significant experience at operating with a high level of autonomy.	X		Interview
Significant experience of deploying and\or upgrading a business-critical ERP system (ideally Microsoft Navision or Business Central).	X		Application & Interview

Experience of leading and managing teams in a matrix style from (2-10 staff)		X	Application & Interview
Significant experience in managing and overcoming resistance to change	X		Interview
Experience in managing project budgets		X	Interview
Significant experience of working with Project Management standards	X		Application & Interview
Experience in the delivery of IT based solutions projects		X	Application & Interview
Qualifications			
Educated to degree level in Computer Science/Business IT and/or able to demonstrate the equivalent level of industry experience.	X		Application
Qualified Project Management Practitioner, e.g., PRINCE 2 or equivalent.	X		Application
Evidence of post-graduate and/or continuing professional development in relevant area.		X	Application

9. Special Features

It is a requirement of this job to be flexible when scheduling working patterns. Although the role is part time there are no fixed working days as that will be dependent on requirements.

Any time worked over the contracted hours will be paid at standard rate overtime.

Jobholder Signature:	
Manager Signature:	
Date:	