

My Job: Senior Project Manager



Responsible for the end-to-end delivery of complex and critical business and technology change in support of organisational strategy. The role provides strong project leadership across business teams, IT, operational colleagues, external suppliers and senior stakeholders. It manages complexity, coordinates dependencies and ensures agreed outcomes and benefits are delivered within scope, time, cost, quality and governance requirements.

WHAT I AM ACCOUNTABLE FOR:

Project Delivery Excellence

- Lead the successful delivery of complex business and technology projects from initiation through to implementation and closure.
- Deliver agreed outcomes within scope, time, cost, quality and governance requirements.
- Maintain effective control of plans, budgets, risks, issues, dependencies and change requests.
- Ensure projects remain focused on agreed business outcomes, benefits and value.

Stakeholder Leadership

- Build and maintain effective relationships with stakeholders, suppliers and delivery partners.
- Facilitate clear and timely decision-making through appropriate governance arrangements.
- Manage competing priorities, expectations and delivery challenges constructively.
- Act as a trusted point of contact for project progress, risks and key decisions.

Project and Matrix Leadership

- Lead and coordinate multidisciplinary project teams and resources.
- Create a collaborative environment that supports delivery, accountability and shared ownership.
- Provide direction, support and constructive challenge to project contributors.
- Foster effective teamwork, problem-solving and continuous improvement.

Programme and Portfolio Alignment

- Ensure projects remain aligned with organisational, programme and portfolio priorities.
- Provide accurate reporting and insight to support prioritisation and decision-making.
- Escalate significant resource constraints, risks or delivery conflicts appropriately.

Governance, Assurance and Supplier Management

- Ensure projects operate within agreed governance, assurance and financial control arrangements.
- Prepare clear reporting and maintain appropriate project documentation.
- Manage external suppliers and hold partners accountable for agreed deliverables and standards.
- Embed quality and assurance practices throughout the project lifecycle.

Business Readiness and Implementation

- Ensure implementation, transition and operational readiness requirements are considered throughout delivery.
- Coordinate project dependencies relating to communications, training and readiness activities where required.
- Manage risks that could affect successful implementation or adoption of project outcomes.
- Ensure effective handover into business-as-usual ownership and support arrangements.

HOW I OPERATE:

Values Led Leadership

- I communicate authentically and confidently, blending support with constructive challenge to inspire and guide teams, stakeholders, and project contributors.
- I am committed to driving the success of the organisation by delivering impactful, high-quality projects that align with strategic priorities and financial sustainability.
- I encourage innovation and creative problem-solving, fostering a culture of continuous improvement to deliver exceptional project outcomes.
- I treat all team members, stakeholders, and project partners as valued individuals, maintaining respect and professionalism even in complex or high-pressure situations.
- I believe in the potential of every team member and stakeholder, empowering them to grow, develop, and contribute to successful project delivery.
- I embrace change and uncertainty, remaining adaptable and resilient in the face of complexity to drive progress and achieve goals.

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WHAT I DO:

- Lead the day-to-day delivery of assigned complex and critical business and technology projects.
- Develop, maintain and manage integrated project plans.
- Coordinate contributions from business teams, IT, operational colleagues, suppliers, subject-matter experts and other project resources.
- Facilitate workshops, planning sessions and decision-making discussions with diverse stakeholder groups.
- Manage project risks, issues, assumptions, dependencies, budgets, forecasts and change controls.
- Provide clear, timely and accurate reporting to project governance forums and senior stakeholders.
- Support effective prioritisation and decision-making where there are competing views, constraints or delivery pressures.
- Manage project dependencies and coordinate activity across multiple workstreams.
- Work with suppliers to ensure delivery commitments, responsibilities, dependencies and quality expectations are clear and actively managed.
- Ensure change, adoption, engagement, communications, training and readiness activities are integrated into the overall delivery plan.
- Ensure implementation, transition, closure and business-as-usual handover are planned and managed effectively.
- Promote collaborative working, constructive challenge and a strong focus on outcomes, benefits and value.
- Contribute knowledge and experience to the Project Management Community of Practice and wider organisational capability development.

WHAT I NEED:

Skills\Knowledge

Essential:

- Significant experience delivering complex business, technology or organisational change projects.
- Proven ability to deliver projects with multiple stakeholders, competing priorities and significant organisational impact.
- Practical application of recognised methodologies such as PRINCE2, MSP, AgilePM or equivalent.
- Strong stakeholder management, communication, facilitation and influencing skills.
- Experience working with senior leaders, business teams, technical specialists and suppliers.
- Strong supplier, financial, risk and quality management capability.
- Experience leading multidisciplinary teams within a matrix environment.
- Understanding of business readiness, implementation and transition to business-as-usual.
- Ability to provide leadership and constructive challenge without formal line-management responsibility.

Desirable

- Relevant project or programme management qualification such as PRINCE2 Practitioner, MSP or AgilePM.
- Experience working in social care, healthcare, public sector, charity or other complex, people-centred organisations.
- Experience delivering projects involving significant organisational, process, data or technology change.