

My Job: Senior Project Manager (People Systems)



Responsible for the end-to-end delivery of the People Systems Replacement project, ensuring the successful implementation of multiple HR systems and modules within agreed scope, time, cost, quality and governance requirements. The role will provide strong project leadership across HR, IT, operational teams, external suppliers and senior stakeholders, enabling effective decision-making, managing complexity, coordinating dependencies, and ensuring agreed business outcomes are delivered.

WHAT I AM ACCOUNTABLE FOR:

Project Delivery Excellence

- Lead the end-to-end delivery of the People Systems Replacement project, from mobilisation through to implementation, transition and closure.
- Develop and maintain robust project plans, RAID logs, dependency plans, budget tracking and reporting.
- Ensure the project remains focused on agreed business outcomes, benefits and operational readiness.

Stakeholder Management and Engagement

- Build and sustain effective relationships with HR, IT, operational leaders, senior stakeholders, suppliers and end users.
- Manage differing stakeholder perspectives constructively, supporting alignment around scope, priorities, decisions and delivery plans.
- Facilitate clear, timely and evidence-based decision-making through appropriate governance forums.
- Develop and deliver effective communication and engagement plans for project stakeholders.
- Act as a trusted point of contact for project updates, risks, decisions and delivery progress.

Supplier Management

- Work closely with external suppliers and internal teams to coordinate delivery activities, milestones and dependencies.
- Hold suppliers to account for agreed deliverables, timescales and quality standards.
- Support effective issue resolution between internal teams and external partners.

Governance, Assurance and Control

- Ensure the project operates within agreed governance, reporting and assurance arrangements.
- Prepare clear and accurate project reporting for governance groups and senior stakeholders.
- Escalate material risks, issues and decisions in a timely and proportionate way.

Change, Adoption and Business Readiness

- Work closely with the Change Manager to ensure change, engagement, communications, training and adoption activities are aligned with the overall delivery plan.
- Coordinate dependencies between the project delivery plan and the change management plan.
- Ensure transition to business-as-usual ownership and support arrangements is planned and delivered effectively.

HOW I OPERATE:

Values Led Leadership

- I communicate authentically and confidently, blending support with constructive challenge to guide project teams, stakeholders and delivery partners.
- I am committed to delivering high-quality project outcomes that support organisational priorities and long-term value.
- I encourage practical problem-solving, continuous improvement and collaborative working.
- I treat colleagues, stakeholders and project partners with respect and professionalism, including in complex or high-pressure situations.
- I believe in the contribution of every project participant and create opportunities for people to contribute effectively to delivery.
- I embrace change and uncertainty, remaining adaptable, resilient and focused on progress.

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WHAT I DO:

- Lead the day-to-day delivery of the People Systems Replacement project.
- Develop, maintain and manage the integrated project plan.
- Coordinate contributions from HR, IT, operational teams, 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 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.
- Work with suppliers to ensure delivery commitments, responsibilities and dependencies are clear and actively managed.
- Work closely with the Change Manager to ensure change, adoption, engagement, training and readiness activities are integrated into the overall delivery plan.
- Ensure implementation, transition and business-as-usual handover are planned and managed effectively.
- Promote collaborative working, constructive challenge and a strong focus on delivery outcomes.

WHAT I NEED:

Skills \ Knowledge

Essential:

- Significant experience leading large-scale HR, People Systems or enterprise business systems implementation projects.
- Strong project management capability across planning, governance, RAID, budgets, reporting and change control.
- Proven ability to deliver complex projects in large organisations with multiple stakeholders, competing priorities and significant business impact.
- Excellent stakeholder management, communication, facilitation and influencing skills, supporting clear decision-making across diverse groups.
- Experience working with senior stakeholders, HR, IT, operational teams, suppliers and end users.
- Strong supplier management skills, including managing deliverables, timescales, dependencies and quality standards.
- Experience in coordinating multi-workstream delivery, including technology, data, process, testing, training, transition and change activity.
- Practical application of structured project management methodologies, such as PRINCE2, MSP, Agile PM or equivalent.

Desirable

- Experience with People First, Midland HR or other enterprise HRIS platforms.
- Knowledge of change management, digital delivery and business readiness practices.
- Experience working in social care, healthcare, local government, charity, not-for-profit or similarly complex, people-centred organisations.
- Relevant project management certification, such as PRINCE2 Practitioner, MSP, Agile PM or equivalent.