My Job: Senior Technical Project Manager

Responsible for the end-to-end delivery of critical IT change in support of business strategy. Expected to provide constructive support and leadership within the Project Management Practice and the wider organisation.

WHAT I AM ACCOUNTABLE FOR:

Project Delivery Excellence
- Deliver IT project outcomes within agreed scope, time, cost, and quality parameters.
- Proactively manage project risks, issues, and financials to ensure successful delivery.
- Integrate effective people change processes and tools into project workflows.
- Develop, agree, and execute comprehensive communication plans with stakeholders and project teams.

Portfolio and Programme Management
- Oversee the delivery and alignment of projects within the broader portfolio, ensuring they collectively achieve strategic objectives and deliver measurable benefits and value.
- Manage interdependencies across projects and programmes to optimise resource utilisation and prioritise high-value initiatives.

People Management
- Lead, mentor, and develop a high-performing Project Management Office (PMO), fostering a culture of innovation, continuous improvement, and learning.
- Provide guidance and support to team members, ensuring alignment with organisational objectives and promoting professional growth.

Stakeholder Management
- Build and sustain strong relationships with key stakeholders, project teams, and external suppliers to ensure alignment and collaboration.
- Act as the primary point of contact for project-related communications, ensuring alignment with business goals and stakeholder expectations.

Governance and Compliance
- Regularly review and refine project, programme and portfolio management governance practices to improve project oversight and outcomes.

Capability Building
- Enhance organisational project management capabilities by sharing knowledge, expertise, and providing advice and support to colleagues.

Innovation
- Stay informed about emerging trends, tools, technologies, and best practices in project management.
- Proactively integrate innovative approaches to improve project outcomes and organisational capabilities.

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:

- Provide direct line management for assigned Technical Project Managers, supporting their performance, development, and professional growth.
- Facilitate regular 1:1 meetings to review objectives, provide feedback, and discuss Personal Development Plans (PDPs).
- Mentor and coach Technical Project Managers to enhance their skills in project delivery, leadership, and stakeholder management.
- Actively contribute to succession planning, identifying and nurturing high-potential talent for future leadership roles.
- Support the alignment of Technical Project Managers' efforts with organisational goals and project management best practices.
- Embed quality assurance in all projects and change activities.
- Lead, motivate, and manage project teams to deliver successful outcomes.
- Provide timely and constructive feedback to project team members assigned to my projects.
- Foster a positive, collaborative team environment focused on achieving project objectives.
- Support team members in resolving conflicts, improving collaboration, and driving continuous improvement within the project context.
- Support the design, implementation, and continuous improvement of project and portfolio management processes to achieve better outcomes.
- Ensure adherence to governance standards and align processes with organisational goals.
- Demonstrate continuous improvement in control and compliance processes, escalating significant issues as necessary.
- Champion sustainability in project management practices, focusing on long-term benefits and organisational impact.
- Collaborate with other leaders to enhance the maturity and capability of project management practices across the organisation.

WHAT I NEED:

Skills\Knowledge

Essential:
- Project Management methodologies – Prince2, MSP, Agile PM or equivalent (certifications beneficial).
- Planning and Tracking.
- Quality, Risk & Financial Management.
- Quality Management.
- Stakeholder/Relationship Management.
- Supplier Management.
- Influencing and negotiation.
- People Change Management.
- Effective Communication.
- People & Team Management.
- Leadership Coaching and Mentoring.
- Service transition and onboarding into operational service.
- Proficiency in creating service and technical design documentation.

Technical Skills & Knowledge
- Solid understanding of IT infrastructure and architecture.
- Expertise in network hardware and management, including SD-WAN and Zero Trust.
- Experience with HPE Aruba networks, mobile networking, and SharePoint migrations.
- Knowledge of security and architecture standards and best practices.
- Experience working with Corporate Data Centres.

Additional Requirements
- Technical degree or equivalent experience.
- Own car and clean driving license (for travel as needed).
- Leading and managing complex teams (e.g. in a matrix structure).
- Familiarity with project management tools and techniques for portfolio coordination.

GREEN