

# My Job: Project Manager



Responsible for the end-to-end delivery of business and IT change in support of business strategy. Uses a range of leadership and influencing skills to build an effective project management culture and capability throughout Turning Point.

## WHAT I AM ACCOUNTABLE FOR:

### Project Delivery Excellence

- Deliver project outcomes within agreed scope, time, cost, and quality parameters.
- Proactively manage project risks, issues, and finances to ensure successful delivery.
- Integrate effective change management processes and tools into project workflows.
- Develop and execute communication plans with stakeholders and project teams.

### Project Planning and Execution

- Translate high-level intentions into rigorous business cases and actionable project plans.
- Work with stakeholders to define clear outcomes, deliverables, and milestones for each project.
- Ensure all project plans are informed by thorough stakeholder assessments and needs analysis.
- Track and report on project progress, resolving issues and escalating risks when necessary.

### Stakeholder Management

- Build and sustain strong relationships with project sponsors, business leads, and other stakeholders.
- Act as the primary point of contact for project-related communications, ensuring alignment with stakeholder expectations and organisational goals.

### Governance and Compliance

- Maintain adherence to Turning Point's project management best practices, governance standards, and reporting requirements.
- Construct, maintain, and communicate project risks, issues, and change registers, ensuring appropriate responses are agreed upon and implemented.

### Team Collaboration and Leadership

- Build cohesion within project teams, fostering a positive and collaborative working environment.
- Provide guidance and support to team members to enhance their effectiveness and professional growth.

### Continuous Improvement

- Actively contribute on the refinement of Turning Point's project management approaches, tools, and processes.
- Share lessons learned and best practices from project delivery to enhance organisational capabilities.
- Support post-implementation reviews and project closure processes, ensuring outcomes are captured and communicated effectively.

## 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:

- Manage the end-to-end delivery of assigned projects, ensuring they are delivered on time, within budget, and to the agreed quality standards.
- Collaborate with stakeholders to define project objectives, scope, deliverables, and success criteria, aligning with organisational goals.
- Facilitate regular check-ins with project team members to review progress, provide feedback, and address challenges effectively.
- Mentor and support project contributors, fostering professional growth and collaboration within project teams.
- Embed quality assurance practices in all project activities, ensuring a focus on outcomes and continuous improvement.
- Identify, manage, and mitigate project risks, issues, and dependencies to maintain momentum and deliver successful outcomes.
- Foster a collaborative and positive working environment, ensuring effective communication and team cohesion.
- Provide clear and timely updates to stakeholders on project progress, risks, and any required decisions.
- Implement governance standards and best practices in project management, ensuring compliance with organisational policies and procedures.
- Continuously seek opportunities to enhance project management processes, tools, and capabilities.
- Actively participate in project reviews and share lessons learned to improve future project outcomes.
- Promote sustainability and long-term value in project delivery, ensuring projects contribute positively to the organisation's strategic priorities.

## 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.

#### Desirable

- Business degree or equivalent experience.
- Knowledge of strategic business planning and implementation.
- Leading and managing complex teams (e.g. in a matrix structure).
- Familiarity with project management tools and techniques for portfolio coordination.