My Job: Project Manager (Service Implementations)

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:

Service Implementations & Transition

- Lead the effective mobilisation and transition of IT components for new service implementations, ensuring full service readiness and seamless operational handover into the organisation.
- Ensure pre-transition planning, risk mitigation, service mapping, and due diligence activities are completed in collaboration with service leads and enablers.
- Define and manage transition milestones, acceptance criteria, and governance checkpoints in line with transition lifecycle requirements.
- Support the integration of new services into existing processes and frameworks, ensuring quality, sustainability, and compliance.

Project Delivery

- Deliver projects within agreed scope, time, cost, and quality parameters.
- Work with stakeholders to develop business cases, define project objectives, success criteria, and delivery plans.
- Monitor progress, manage risks and issues, and provide regular updates to sponsors and governance groups.
- When capacity allows, lead additional projects aligned to strategic priorities, contributing to the wider business change portfolio.

Stakeholder & Team Engagement

- Build and maintain strong working relationships with project sponsors, operational teams, enabling services (HR, IT, Property, Finance, Marketing), and external partners.
- Act as the key point of contact for assigned projects, facilitating clear, consistent communication across stakeholders.
- Support collaborative working and foster a positive, delivery-focused project environment.

Governance & Continuous Improvement

- Maintain adherence to Turning Point's project management methodology, standards, and documentation practices.
- Contribute to lessons learned and continuous improvement efforts within the Projects function.
- Support the development of project delivery capability and help embed a culture of accountability, learning, and quality improvement.

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 IT components for assigned service implementations and change initiatives, ensuring timely delivery, budget adherence, and alignment with agreed quality standards.
- Collaborate with stakeholders to define objectives, scope, deliverables, and success criteria, aligning with organisational goals.
- Facilitate regular check-ins with project/service implementation team members to review progress, provide feedback, and address challenges effectively.
- Mentor and support contributors, fostering professional growth and collaboration within teams.
- Embed quality assurance practices in all project/service implementation activities, ensuring a focus on outcomes and continuous improvement.
- Identify, manage, and mitigate 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 progress, risks, and any required decisions.
- Implement governance standards and best practices in service implementations and project management, ensuring compliance with organisational policies and procedures.
- Continuously seek opportunities to enhance project management, service implementations processes, tools, and capabilities.
- Actively participate in reviews and share lessons learned to improve future delivery outcomes.
- Promote sustainability and long-term value in delivery, ensuring a contribute positively to the organisation's strategic priorities.

WHAT I NEED:

Skills\Knowledge

Essential:
- Proven experience delivering new service mobilisations, or major operational changes in health, social care, or a related field.
- Project Management methodologies – Prince2, MSP, Agile PM or equivalent (certifications beneficial) and ITSM methodologies
- 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
- Strong understanding of TUPE regulations and practical implementation across complex, multi-stakeholder environments.
- Business degree or equivalent experience.
- Experience in delivering both operational/service and IT-related projects.
- 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.
- Familiarity with ITSM or service management frameworks (e.g. ITIL)

GREEN