**SENIOR TECHNICAL pROJECT MANAGER**

**Role Profile and Person Specification**

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| **Role:** | **SENIOR TECHNICAL PROJECT MANAGER** |
| **Responsible to:** | **Head of Group CRM** |
| **Hours of work:** | **37.5** |
| **Location category:** | **Leicester, Atlas House (Agile)** |
| **Driver Status:** | **Permitted Driver** |

**Main purpose of the role**

The IT Project Manager is a senior role within the IT project management office. Reporting to the Head of Group CRM (HOC), the TPM will own the central IT delivery programme, leading on activities related to the tracking/reporting of areas including, assurance/quality control, information management, financial, risk and change control.

**Primary responsibilities**

* Provide **s**trategic overview and insight on all IT delivery programmes to the HOC.
* Support the definition of small/medium project business cases (scope, goals, deliverables, costs, timescales, plans, dependencies, resource requirements and milestones).
* Support stakeholders in defining requirements and scoping projects which will require IT support.
* Support stakeholders and the HOC to investigate potential IT solutions to defined requirements and make suitable recommendations.
* Provide effective management support to project teams on projects and assist the HOC on ensuring that delivery objectives are met.
* Define the ‘To-Be’ approach for all processes and procedures on completion of ‘As-Is’ analysis.
* Work with the HOC to develop the IT Project Standards guide and defining best practise for IT programme delivery.
* Organise workshops to identify areas of improvement for IT projects, documenting recommendations and presenting them to the HOC and CIO.
* Implement project standards across all projects.
* Manage project risks, timescales, budgets, change control and interdependencies, communicating the impact of the project to the HOC.
* Aligning the deliverables (outputs) to the programme’s “outcome” with the aid of the unit project managers and workstream leads.
* Facilitate fact finding workshops, gather user requirements which can be efficiently translated into technical requirements for system design to support digital transformation CRM projects.

**This role profile is intended to represent the core criteria of the role rather than providing an extensive list of tasks. In addition to the responsibilities listed above, all employees are required to observe the Association’s commitment to Health and Safety and Safeguarding as outlined in the Employees’ Health & Safety & Safeguarding Commitment.**

**Senior Technical Project Manager**

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Education/**  **Qualifications** | * Bachelor’s Degree in Business or IT * Project Management qualification PRINCE2 or equivalent. | * Level 5 Managing Volunteers Qualification. |
| **Knowledge and Experience** | * Extensive experience of working in a technical project manager role. * Strong experience within a business analyst or CRM business analyst role in particular requirements gathering and project documentation. * Demonstrable detailed experience with Salesforce or similar CRM platform. * IT delivery background with a strong understanding of technology principles and process design. * Experience of working in an AGILE / structured methodology environment. * Experienced using advanced features in Microsoft Office and Microsoft Project. | * Salesforce Administration / Development certification. * Experience of working in the Non-profit / charity sector. * Consulting Background. * Awareness of the work of the RAF Association. |
| **Communication and Relationships** | * Strong interpersonal skills, including an ability to negotiate effectively and engage with stakeholders across all organisational disciplines. * Process orientated and able to quickly understand organisational culture and challenges. * Effective in unifying and creating teams of people with disparate skills in a project environment. * Engaging and confident to deliver and facilitate presentations/ workshops to gather requirements and check process understanding. |  |
| **People Management** | * Whilst there is no direct people management experience, the role requires an individual to hold their own when dealing with stakeholders across the organisation, imparting knowledge and holding them to account to achieve delivery goals across functions. |  |
| **Finance** | * Produce business case documentation including cost analysis and financial impact with justification, including defining ROI calculations. * Support the HOC to track budget utilisation against levels defined in the project plan. |  |
| **Decision Making and Problem Solving** | * Strong observational and analytical thinking ability. * Propose processes improvements to drive out efficiencies. * Applies knowledge and experience to recommend best practice, justifying any suggested course of action. * Strives to remove ambiguity and deliver a clear vision for proposed process and procedures. * Understanding of the importance for detail and organisation. * Is courageous and decisive, prioritises effectively, maintains a clear focus and sees action through to delivery. | * Evidence of contributing to process improvement activities. |
| **Information** | * Experienced report writer. * Experienced in technical authoring and delivering process documentation in a clear concise manner. * Able to maintain project documentation in structured and accessible way. * Data modelling and data mining techniques. * Experienced in process modelling techniques. * Preparing and maintaining project documentation including risk, assumption, issue, and dependency registers. * Experience of quality management techniques to ensure projects are delivered against best practice principles. * Experience of Salesforce reporting and dashboards. * Understanding of Data Protection Act / GDPR principles. |  |
| **Physical/**  **Mental Effort** | * The role would be classified as highly analytical with a significant degree of mental effort. |  |
| **Working Conditions** | * May be required to occasionally work additional hours for which time of in lieu will be granted. * May be required to travel as part of the role on an incidental basis, where business need requires. |  |