ROLE PROFILE

Job Title: **ICT Project Manager**	Role Reports to: **ICT Programme Manager**	Business Function: **Information Comms & Tech**	Grade: **E**

Job Purpose:	Key Competencies:
Ensure successful delivery of all ICT projects and good governance and methodology is adhered to throughout the project lifecycle. Support all members of the ICT team in delivering their business improvement and technical change programmes. Work with sponsors to ensure ICT meet business demands and deliver projects to appropriate timescales, cost and quality.	• Flexibility and Resilience • Meeting customer needs • Interpersonal Understanding • Results Focus • Leadership • Developing others • Building relationships • Innovation

YHG Values: **Passion   Pride   Creativity   Accountability**

Key Responsibilities:

1. Ensure all ICT and systems change projects follow good methodology and governance appropriately tailored to the scale and risks of each project.
2. Work closely with the ICT teams, and stakeholders, developing a close peer to peer collaborative relationship to ensure successful delivery of projects from inception to completion.
3. Assist in the development of business cases and Project Initiation Documents as necessary.
4. Lead ICT colleagues through the Project planning stages and produce plans & documentation appropriate to the size of the project.
5. Manage the day to day deliverables of the project ensuring the project progresses to achieve the key milestones, to enable the project to successfully achieve its objectives, success criteria, and resulting business benefits
6. Maintain project documentation throughout the lifecycle of the project including gantt charts, costing records, risk & issue registers. Manages reviews and checkpoints and ensure Projects are correctly closed down, handed over to support fully and lessons learnt documentation completed.
7. Liaise with ICT management to ensure the ICT elements of projects are achievable, resourced correctly and reported on regularly.
8. Prepare and complete project summary reports & highlight reports for the ICT management team and sponsors with early warning indicators of potential issues.
9. Support the project sponsor with coordination and chairing of steering groups as necessary.
10. Maintain awareness of all change activities within or impacting on ICT.
11. Undertake additional duties appropriate to the role and/or grade.

YHG Values: **Passion   Pride   Creativity   Accountability**

	Essential	Desirable
Knowledge	• Proactive approach to continuous improvement, future focus & good project governance	• Capable of using a range of management styles dependent on circumstances • Housing Sector knowledge
Skills	• Excellent communication skills, comfortable communicating at a senior level • Good stakeholder management and influencing skills • Strong planning, coordinating and organising skills • A strong team ethos and desire to deliver	• Business Analysis skills • Change Management • Able to lead an analytical approach with excellent problem-solving skills • Ability to inspire others to achieve goals through personal enthusiasm and commitment and by providing on the job support
Experience	• Solid project management experience in a dynamic business environment • Experience of full project lifecycle and ability to demonstrate successful management of business and technical projects • Experience of budget management and control • Significant experience of managing multiple ICT, system, and technical change projects concurrently, managing impacts on the business.	• Housing Sector Experience
Qualifications/Education	• Minimum Graduate level education or qualified by experience • Qualified PRINCE2 practitioner or equivalent	• Master of Business Administration

YHG Values: **Passion   Pride   Creativity   Accountability**

People Management Responsibility?	No direct line management responsibility, except matrix management
Budgetary Responsibility?	Responsibility for managing a budget in line with the project
Key Relationships (internal/external)	• Broad engagement across the group at Heads of Service and Director level and ICT Senior Management Team • Transformation Delivery Lead • Business Analyst • Business Managers and SMEs • Other Project Managers • Develop and Maintain working relationships with stakeholders, sponsors and the wider business. • Manage third party suppliers to ensure effective delivery

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Effective governance and project controls, which includes Project planning, with supporting documentation, that is kept up to date
2. Effective engagement with key stakeholders, and on-going management of business relationships
3. Delivery of change through the entire project life cycle
4. Efficient project management within cost, quality and time constraints
5. To ensure that projects are correctly resourced, at the correct time in the project life cycle
6. Effective and strong leadership of project teams, with clearly communicated expectations
7. Can demonstrate progress against deliverables, with understood and communicated success criteria
8. Management of multiple concurrent projects or changes

Date Role Profile Created/Updated:	**November 2019**

YHG Values: **Passion   Pride   Creativity   Accountability**