

## Senior Technology Project Manager

<b>Job Level</b>	5	<b>Job reference No.</b>	
		<b>Role review date</b>	May 2024
<b>Directorate</b>	ISD	<b>Function</b>	Project Delivery
<b>Service</b>	Technology	<b>Reports to</b>	Head of Delivery

### Scale and scope of role

<b>Direct reports</b>	None	<b>Indirect reports</b>	Dependent on project
<b>Budgetary responsibility / accountability</b>	As allocated within the project	<b>Accountability for other resources</b>	Dependent on project

### Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

### Our values and principles

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

### Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

## Purpose of the role

The Senior Technology Project Manager role is crucial for improving the capability of delivering project and programmes in the Delivery Team of the Technology Department. As a member of the Project Delivery team, the Senior Technology Project Manager will be responsible and accountable for overseeing, planning, executing, and completing various concurrent projects (both small and large, technical, and non-technical) within the Technology Portfolio Delivery Plan, with the goal of meeting all project objectives and producing the agreed project outcomes. Part of the role is to coach and mentor Project Managers or Specialists within the Delivery Team to ensure consistent delivery and execution.

## Key responsibilities

### Project Delivery

- Lead, be accountable and successfully manage one or more large, complex projects or workstreams as per priority provided by the Head of Delivery.
- Responsible for the delivery of the agreed projects within scope, time, quality, and cost.
- Define and work to the project / workstream scope and schedule within the given budget and timelines while focusing on regular and timely delivery of value; agree the project plan with key stakeholders.
- Prepare, review, and maintain project documentation, including project initiation documentation, risk control documents, progress reports, project plans, change control and other documentation such as communication and training documents, as required by the project.
- Define project benefits / success criteria and monitor them throughout project life cycle.
- Ensure delivery expectations are communicated with stakeholders; ensure stakeholders are kept informed of progress and risk; ensure delivery teams are aware of their roles, responsibilities and tasks.
- Regularly review and report to the Head of Delivery and Project Boards on project risks and progress
- Monitor project budgets, resources, dependencies, and task delivery.
- Prepare agendas, organise, and lead project related meetings and workshops.
- Follow the project gate process and engage all assure areas, as appropriate.
- Key items to manage to achieve the above include:
  - Scope, objectives, outcomes, and benefits.
  - Schedules and timelines, including critical paths.
  - Change, stakeholder management and communications plans.
  - Risks and issues, and the swift identification and mitigation of these.
  - Dependencies with other projects.
  - Realistic resource and cost profiles.

- Timely, open and honest project reports and update.

### **Change Management**

- Ensure training needs and a communication plan are incorporated for the project launch, champion continuous learning and ensure stakeholders get the best value from new the solution.
- Create an environment where stakeholders can successfully achieve objectives, through provision of sufficient training and communication, including materials to ensure ongoing adoption of the system by new users.
- Understand where changes in business processes will drive efficiencies or support revenue generating activities.
- Provide analysis of the impact of proposed business changes as required.
- Manage the change transformation process effectively.
- Ensure communication plans are clearly defined and delivered.

### **Stakeholder Management**

- Develop strong working relationships with all key stakeholders and team colleagues within ISD and beyond.
- Engage confidently with stakeholders and colleagues and manage expectations at each stage of the process of analysis and delivery.
- Overcomes resistance to project delivery.
- Ensure stakeholders will be proactively managed and regularly engaged to enable successful adoption and embedding of project outputs.
- Ensure that suppliers (internal or external) are managed to deliver inputs to projects to appropriate quality expectations.

### **Team Leader**

- All team members understand their responsibilities and objectives.
- All resources involving staff managed in accordance with BRC policies and procedures.
- All staff are kept informed of relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

### **Team Member**

- Actively participates in all team meetings and contributes to the team; be a team player.
- Support a culture of information sharing, collaborative working and team working.

- Work and behaves in accordance with all BRC policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous, and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

## Pre- engagement checks

### Criminal Records

Type of criminal record checks required for this role:

<b>England and Wales - Disclosure and Baring Service Check (DBS)</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Scotland</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Northern Ireland</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>

**Drivers Check** – Required: No

## Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
<b>Knowledge and Skills</b>			
<b>Essential</b>			
Qualifications			
<ul style="list-style-type: none"> <li>• Current project management certification (Agile, Prince2, APMG, PMP or equivalent)</li> </ul>	S		
Technical Skills			
<ul style="list-style-type: none"> <li>• Significant and up-to-date technical knowledge and skills in project and programme management techniques, processes, and controls</li> </ul>		I	
<ul style="list-style-type: none"> <li>• Advanced capability of using Microsoft Office suite including Microsoft Project Plan and/or SharePoint or alternative project management tools</li> </ul>		I	
Project Management			

<ul style="list-style-type: none"> <li>• Ability to coordinate, track and control multiple projects (at once); working with multiple interdependencies and stakeholders</li> <li>• Knowledge of both agile and traditional project management principles and practices and the ability to adopt them together to fit a project and business environment</li> <li>• Ability to work effectively within given resources, effective project planning skills and correct deviations from plans</li> <li>• Ability to maintain project documentation and develop effective materials for training and communication with stakeholders and end users</li> <li>• Ability to demonstrate effective project budget management</li> <li>• Strong experience of business change management and delivering positive change through critical thinking and problem solving; including user communications</li> <li>• Ability to manage business users and communicate technical information to a non-technical audience</li> <li>• Strong analytical, planning, and organisational skills with an ability to manage competing demands</li> <li>• Ability to provide proficient project team leadership (including technical teams) and to be able to evaluate complex project risks and issue accurately and objectively</li> <li>• Ability to deliver high value, accurate work to given deadlines</li> <li>• Strong stakeholder, supplier management and relationship management skills</li> <li>• Good written communication and effective presentation skills</li> </ul>			
<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• A technology, digital, project management degree or equivalent work experience</li> <li>• ITIL foundation qualified or demonstrate significant management and operational experience using appropriate best practice framework.</li> <li>• Line management and coaching skills</li> <li>• Strong awareness of technologies trends and best practices</li> <li>• A knowledge of the British Red Cross Society and its services</li> </ul>	S		
<p><b>Experience</b></p>	S	I	A
<p><b>Essential</b></p>			

<ul style="list-style-type: none"> <li>• Five years proven project management experience working within recognised project methodologies or similar project management environment on a variety of projects</li> <li>• Substantial experience of successfully managing multiple large, complex projects, delivering significant change (technical and non-technical projects)</li> <li>• Line management experience supporting small teams</li> <li>• Experience of developing and managing project progress and performance reporting, presenting information clearly and concisely</li> <li>• Managing stakeholder relationships, helping negotiate solutions to complex problems</li> <li>• Experience of working in a matrix management environment, reporting to multiple sponsors</li> <li>• Experience of producing detailed project documents including project plans, schedules, end of project and lessons learnt documents.</li> <li>• Experience of project management within a programme environment.</li> <li>• Experience of working with external suppliers and partners</li> <li>• Experience of supporting greater organisational maturity in programme and project management</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of working in a large and geographically dispersed organisation</li> </ul>	S	I	
<b>Additional requirements</b>			
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <b>Equality, Diversity and Inclusion (EDI) policy</b></li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>- The work may involve travel to BRC sites within the UK</li> </ul>		I	
<b>Values in Action</b>			
<p><b>Dynamic</b></p> <ul style="list-style-type: none"> <li>- We move forward as one team.</li> <li>- Every day, we're adapting, innovating and learning.</li> </ul>			

<ul style="list-style-type: none"> <li>- When the unexpected happens, we are calm, quick and efficient.</li> <li>- We respond smartly, using clear processes and systems.</li> </ul> <p><b>Compassionate</b></p> <ul style="list-style-type: none"> <li>- We stand for kindness.</li> <li>- People come first, no matter who or where they are.</li> <li>- We have genuine, open-minded conversations.</li> <li>- Together, we're a united force for good.</li> </ul> <p><b>Inclusive</b></p> <ul style="list-style-type: none"> <li>- We are open to all.</li> <li>- We treat each other with dignity and respect.</li> <li>- Every person's uniqueness is valued, supported and celebrated.</li> <li>- Our individual backgrounds and experiences make our organisation stronger.</li> </ul> <p><b>Courageous</b></p> <ul style="list-style-type: none"> <li>- We are bold.</li> <li>- We show our strength by doing the right thing.</li> <li>- We aren't scared to test our creative ideas.</li> <li>- As humanitarians, we go the extra mile to help people in crisis</li> </ul>		
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.