Job description

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| Post Details | Please insert the post details |
| Job title: | IT Project Manager (SSC Migration) |
| Department / Location: | Group IT / Abellio UK HQ (Scotland and London) |
| **Reports to:** | Group Head of IT PMO & Change |
| **Main purpose job:** | This IT Management role works closely Project stakeholders to ensure that agreed and planned IT change is delivered within the terms of the Project Business Case maximising success against Project KPIs such as schedule, quality, scope and cost |

1. Dimensions of role

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| Post dimensions | Insert dimension of role |
| Financial/budget accountabilities: | Agreed Project Budget(s) |
| Staff responsibilities: | NA |
| Any other statistical data: | NA |

1. Key accountabilities/responsibilities

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| Insert description for each of the general and role specific accountabilities and responsibilities required to be undertaken by the role, list any specific tasks/activities required to be undertaken. |
| **Planning & Delivery**   * Create and maintain all relevant Project plans to effectively steer Projects through to end delivery (including resource plans) * Sign off by Project Sponsor. Estimate, schedule, plan, track and control tasks throughout the Project lifecycle including tasks assigned to Project team members * Create Project delivery strategies to manage key areas around communication, risk management and information management. Ensure these are clearly articulated in a PID (Project Initiation Document) * Ensure plans are aligned to business / IT strategy and system standards. Where deviation is valid, ensure this is fed into an updated strategy/framework. * Ensure that there is a smooth and seamless transition of the Project’s outputs into the Business as Usual environment. Ensure that transition plans are represented fully in a Project EPR (End Project Report) and performance to Project benefits are identified and realisation is planned * Manage the transition of a shared service centre from a legacy infrastructure onto a SaaS / Cloud based solution, managing the interactions and dependencies of the business stakeholders, the software partner and the preferred delivery partner. * Accountable for the overall quality and integrity of project managed ensuring that both IT and business change is delivered effectively |
| **Monitoring & Control**   * Control and manage delivery through the creation and maintenance of appropriate Project control mechanisms including Risk and Issue Registers * Financial planning, control and budgetary commitments within the agreed Project Budget or tolerances. Ensure that any deviations are identified early and managed and controlled appropriately * Utilising the agreed Abellio Workflow Tool. Be an advocate for its and provide support and training for new users of the system |
| **Controlling Change**   * Controlling change - ensuring that scope creep is prevented, maintaining plans and budgets within authorised levels * Escalate, as appropriate, barriers to successful delivery or necessary changes, to the appropriate Abellio governance level including: Project Sponsor, Head of the IT PMO, UK IT Leadership team and Commercial Directors Forum. |
| **Communication & People Management**   * Identify, engage and effectively manage key Project stakeholders. * Manage the Supplier(s) interface so that Abellio’s interests are represented and protected. Ensure that there is a spirit of collaborative working whilst ensuring that Suppliers deliver their commitments * Inspire and motivate a Project Team to successfully lead workstreams. Provide clear roles and responsibilities included as part of a Project RACI chart. Foster positive relationships, support effective team work, raise morale and empower and inspire individual Project Team members * Delegate effectively balancing resource capacity * Provide regular highlight reports ensuring that key information is expressed clearly to Project stakeholders in a language they understand. Ensure that the information flows from and to Delivery, Management and Directing groups is effective and appropriate * Manage conflicts between stakeholders, project delivery representatives ensuring that Project objectives are protected whilst fostering a positive and non-adversial working environment |
| **Negotiating & Influencing**   * Negotiate and balance project constraints & conflicts (time, cost, quality and scope) so that all parties feel as they have a positive outcome * Influence Stakeholder perceptions positively, selling and promoting the positive outputs of the Project and encouraging active support and mitigate resistance to Project objectives * Influence stakeholders at all levels of the organisation * Problem solving , to provide appropriate solutions to Project challenges * Negotiate with Operational leads to ensure that Projects are appropriately resourced and negotiate solutions to conflicts, particularly with supplier partners |

1. Contact with others

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| Post Details |  |
| Purpose, nature: | IT and Business Project Stakeholders in OpCos and Shared Service Centre, Group IT, suppliers |
| Frequency: | When needed, but at least a few times a week |
| Means of contact: | Phone, video conference, face to face, written content and updates. Will include travel |

1. Key behavioural indicators

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| Abellio common behaviours | |
| Genuine: | Interactions with all Abellio Group staff, as well as Bus and TOCs, characterised by a personable, open, supportive and challenging style.  Honest, straight forward and displays integrity. Delivers on promises and gains trust from all stakeholders. |
| Professional: | Takes ownership of project objectives and relishes personal and team accountability. Demonstrates a high degree of professionalism, delivering against project objectives.  Demonstrates role model leadership aligned to Abellio values and leadership behaviours (Trusted, Inspirational , Achiever, Strategic, Commercial, Collaborative)  Creates a positive image of the project and the project team with a reputation for effective delivery |
| Proactive: | Forward thinking, considers risk and puts in place mechanisms to manage those.  Promotes continuous improvement and organisation learning environment, learning from mistakes in the absence of blame |
| Inclusive: | Communicating with business colleagues in a language style they are comfortable with avoiding unfamiliar terms an reference. Ensure that Project stakeholders are furnished with the appropriate level of engagement to meet and surpass their needs  Considers all aspects of the initiative including people, culture, processes, commercial and technical aspects.  Utilises effective stakeholder management and engagement practices. Ensures project stakeholders are fully engaged  Delegate Project Work Packages effectively so that Team Members are committed and clear on what is required, demonstrating the link to achieving successful project outputs |

Person specification

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| **Person Specification** | **Essential** | **Desirable** |
| **Attainments:** education, qualifications & training requirements | * Qualified in either: PRINCE2, APMP or PMIBOK * Expertise in Project Delivery particularly in complex environments | * Certified member of a professional body – APM, PMI * Graduate in an IT or Project Management related discipline |
| **Abilities:** skills & aptitudes required | * Excellent written and verbal communication skills and fluency in English - ability to communicate effectively at all levels within a large complex environment * Strong influencing and negotiation skills * Conflict Management skills * Proven leadership skills * Excellent problem solving skills * Change management * Strong Delegation skills * Impactful presentation skills * Project Finance - ability to forecast effectively, manage change requests and supplier costs/ payments * A self-starter and independent, with the ability to operate within a lean HQ environment * Flexible, with the ability to switch between strategic and operational activities, while able to direct and influence colleagues in OpCos |  |
| **General intelligence:** experience & knowledge capabilities | * Significant IT Project Management experience * Proven experience of delivering IT change in a complex business environment | * **Domain Knowledge/Subject Matter Expertise**: knowledge of the Railway or similar industry * **Business Analysis**: developing cogent and compelling Business Cases |
| **Personal circumstances/wellbeing requirements:** e.g. travel, flexibility | * Strong service orientation, with a flexible can-do approach * flexibility to travel |  |

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| **Job Holders Comments** | **Line Managers Comments** |
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| **Job holder’s signature and date:** | **Line manager’s signature and date:** |