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| **Post Details** | | | |
| **Post Job Title:** | **IT Programme/ Project Manager** | **Reports to Job Title:** | **Head of IT** |
|  |  | **Function:** | **Finance, Procurement & IT** |
|  |  | **Location:** | **HQ with some travel** |
| **Grade:** | **FTC – 2 Years** | **Safety Status:** | **None** |

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| **1..0** | **Purpose of the Job** |
|  | To act as the interface and conduit between IT, the business user community, suppliers, WMT Project Management Office (PMO) and Abellio Group IT on all Technology impacting projects. Create and maintain all relevant Programme and Project plans to effectively steer Projects from initiation through to end delivery (including resource plans) and ensure they are agreed with the Project Sponsor. Estimate, schedule, plan, track and control tasks throughout the Project lifecycle including tasks assigned to Project team members.They will at times have staff management responsibilities if other Project Managers are recruited due to the number of projects. |

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| **2.0** | **Key Accountabilities** |
| 2.1 | Work within the IT Team to Programme manage principally on the Project which will enable the upgrade of the Wide Area Network including Software Defined Network WAN and implement IT (IP enabled) equipment on site to be connected via a newly provisioned local area network. |
| 2.2 | Work within the IT Team and WMT PMO for the successful delivery of IT systems and services on our train fleets, with a service transition to the business as usual function. |
| 2.3 | Communicating with business colleagues in a language style they are comfortable with avoiding unfamiliar terms and reference. |
| 2.4 | Ensure that Project stakeholders are furnished with the appropriate level of engagement to meet and surpass their needs. |
| 2.5 | Influence Project stakeholders and Team Members to encourage active support and mitigate resistance to Project objectives. |
| 2.6 | 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. |
| 2.7 | Balance Project constraints of time, cost, quality and scope with the ambitions of project stakeholders. Negotiate with Operational leads to ensure that Projects are appropriately resourced and negotiate solutions to conflicts, particularly with supplier partners. |
| 2.8 | General understanding of the basics Project Finance including ability to forecast effectively, manage change requests and ensure that suppliers are paid promptly and in accordance with financial procedure. |
| 2.9 | Manage conflicts between stakeholders, project delivery representatives ensuring that Project objectives are protected whilst fostering a positive and non-adversarial working environment. |
| 2.10 | Promote project objectives, encourage positive relationships, support effective teamwork, raise morale and empower and inspire individual Project Team members. |
| 2.11 | Excellent written, verbal (fluency in English) and presentation skills as well as being able to communicate at all levels within a large complex environment. |
| 2.12 | Preparing, managing and controlling a wide range of enabling and handover documentation including operational documentation to ensure the IT team have clear documentation to manage services after any changes. |

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| **3.0** | **Role dimensions** | |
| **Financial** | | **Staff** |
| **Direct:** Programme / Project Budget Allocated (once approved  **Indirect** : N/A | | Project Delivery Staff (IT) |

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| **4.0** | **Main Contacts (External/Internal)** | | |
| **Contacts** | | **Frequency** | **Purpose** |
| Project Team | | Daily | To assure the project delivery. Be in the right place at the right time. |
| Stations Improvement Project Manager(s) and Workstream Leads | | Weekly | To align weekly activity and plans, re-align plans and be flexible. |
| Head of IT | | Weekly | To report upwardly on output to the Head of IT |
| Head of PMO & Head of Finance Projects | | Four Weekly | Providing governance material to support project reporting. |
| Site Stakeholders | | Weekly & Adhoc | To co-ordinate site specific works. |

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| **5.0** | **Experience, Knowledge & Qualifications Required** |

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| ***Experience & knowledge capabilities***   * Significant (10 years +) IT Senior Programme Management experience in technical/digital delivery. * Qualified/Experience in either: PRINCE2, AGILE, TOGAF, ITIL * Proven experience of delivering IT change in a complex business environment. * Demonstrable experience of developing cogent and compelling business cases and budgets. * Strong service orientation, with a flexible can-do approach. * A self-starter, with the ability to operate within a lean HQ environment, with the ability to switch between strategic and operational activities, while able to direct and influence colleagues.   ***Key Behavioural Indicators***   * Interactions with all WMT and occasionally Abellio Group staff. Characterised by a personable, open, supportive and challenging style. * 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 WMT & Abellio values and behaviours. * Considers all aspects of the initiative including people, culture, processes, commercial and technical aspects. * Creates a positive image of the project and the project team with a reputation for effective delivery. * Utilises effective stakeholder management and engagement practices, ensuring project stakeholders are fully engaged.   ***Job Challenge(s):***   * Understanding the responsibilities of the Train Operating Company, Network Rail and Third Parties when it comes to attending depot’s and stations. * To be flexible and adaptable to wide variety of IT related tasks required to be completed. This is not a 9-5 role and requires flexibility to enable the delivery of key IT projects which could result in out of hours or at weekend availability and working. * Aware of ISO standards 27001, audit & compliance standards, GDPR and security frameworks * Expertise in Programme Delivery particularly in complex environments. * Certified member of a professional body – APM, PMI (desirable) * Graduate in an IT or Project Management related discipline (desirable) |

**Safety & Environmental Safety Responsibility Statement**

It is the line manager’s responsibility to ensure that the post holder is fully briefed, and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

## General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone’s health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midland Trains employees are set out below, in sections which correspond with the West Midland Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. **Policy, Leadership and Resourcing**
   1. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
   2. You are responsible for attending the following safety and / or environmental related meetings:

E.g. Sustainability Action Group, SEMG

List meetings here

☐ None apply

* 1. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

1. **Employee training**
   1. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).
2. **Planned Inspections**
   1. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
3. **Accident and incident investigation**
   1. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
   2. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.
4. **Emergency planning and Security**
   1. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
   2. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
   3. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
5. **Rules Competencies, Permits and Licences**
   1. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
   2. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
   3. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.
6. **Communications**
   1. You must ensure that you attend regular briefings which cover safety and environmental issues.
   2. You must attend any local job induction training session on your first day at a new location.
7. **Auditing and safety Check**
   1. You must ensure that substandard conditions found by you in West Midland Trains workplaces are reported to the appropriate line manager or Control without delay.
   2. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.
8. **Promotion of Environment & Safety Issues**
   1. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.
9. **Health Controls**
   1. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
   2. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
   3. You must understand and comply with the standard for Control of Asbestos.
   4. You must understand and comply with company standards for management of cases of occupational ill health.
   5. You must understand and comply with the standard for Staff Care and Support System (SCASS).
10. **Personal Protective Equipment (PPE)**
    1. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
    2. You will be issued with PPE on a personal basis.
11. **Purchasing, Procurement and Management of Contractors**
    1. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
    2. You must understand and comply with the company standard for managing contractors.
12. **Environment**
    1. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

## Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midland Trains safety management system.

## Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

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| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

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| Signed: |  | Job title: |  |
| Name: |  | Location: |  |
| Date: |  |  |  |

## Review

This statement will be reviewed annually.

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| Date Due: |  | Date Reviewed: |  | Post Holder Signature: |  | Line Manager Signature: |
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