

## Job Description

### Delivery (Project) Manager

<b>Salary:</b>	Grade 8
<b>Contract:</b>	Full time and fixed term
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Director of Future Kent Transformation
<b>Job family:</b>	Administrative, professional and managerial

#### Job purpose

The Delivery Manager will assist the management, coordination and delivery of a complex institution-wide project, using their expert knowledge and support to ensure the timely delivery of the project. They will develop and maintain robust oversight arrangement ensuring all aspects of the projects are coordinated and delivered effectively.

The role holder will play a key role in the shaping of the project ensuring close strategic alignment and effectively consulting with key stakeholders to achieve this.

#### Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Effectively manage all aspects of the assigned project from inception to delivery, developing integrated project plans ensuring a consistent approach in line with university procedures and guidelines and monitoring each stage against the project plan to ensure delivery against agreed outcomes within time, cost and quality constraints.
2. Manage and coordinate project activities including the supervision of other staff and contractors (if relevant) in order to deliver projects, including planned deliverables and objectives in a timely manner within available resources.
3. Establish and maintain appropriate project level governance through the application of project control methods and tools, such as document management, change control, financial tracking and resource planning. Producing regular project update reports to ensure effective decision making.
4. Identify, monitor and proactively manage project risks and issues through a defined risk management process to ensure strategic and operational risks and issues are identified, prioritised, assessed and appropriate mitigating actions are developed, implemented and monitored throughout the project life cycle
5. Monitor and manage the project's budget (where applicable), ensuring those who require it have access to accurate and up to date financial information and that the project is working within its set budget
6. Act as an advocate for the project, providing knowledgeable advice and guidance ensuring project activity is promoted and understood, and successfully embedding the project into business-as-usual activity to ensure buy in from stakeholders. May be required to act as the principle point of contact for external stakeholders/partners.
7. Lead on the project communication activities and stakeholder engagement, ensuring required levels of involvement in and consultation on implementation, including effective communications and management of expectations. Liaising when appropriate to co-ordinate fundraising campaigns and initiatives.
8. Provide day to day management and leadership of the project team to ensure their motivation and efficient running of the project.

9. Identify and make recommendations for improvements to contribute to the continuous improvement of projects and processes.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. The role holder has a high level of autonomy and responsibility. They will work on large and/or complex projects with multiple stakeholders and actions for delivery. The projects may also carry a higher degree of reputational risk.
2. The role holder will be required to build consensus across diverse range of stakeholders, successfully managing engagement and communications to ensure buy-in, bringing in senior level support only when required. Bringing everything and everyone together requires excellent communication and influencing skills along with the ability to see the bigger picture and a high level of attention to detail.
3. Due to the nature of the project the role holder will manage, they will need to have exceptional organisational skills, the ability to be agile, highly resilient and comfortable working in a fast paced, changing and at times challenging environment, problem solving and finding solutions as required.
4. The role holder will need to manage a range of conflicting priorities and demands on time and resources, deciding how best to plan and manage own workload and those of others to ensure the best possible outcomes and to ensure an efficient, effective and robust service is provide in support of divisional/directorate objectives. They will also need an appreciation of both short- and long-term issues facing the Division/Directorate
5. Able to manage a budget(s) or resource to ensure maximum value is delivered. Have a good knowledge of both internal and external requirements pertaining to financial information and be able to advise and interpret complex data sets and information,
6. Have an excellent understanding of the principles of project management and university specific procedures relating to projects. Procedures and methodologies may need to be tailored or adapted to suit the situations.
7. Whilst managing a project, the role holder may not directly line manage the staff who will be delivering the different elements, therefore the ability to influence, and manage across and up is critical to its success.

## Internal & external relationships

**Internal:** Academics, professional services staff and students within Schools; staff at all levels within Central Professional Services departments.

**External:** Relevant external bodies – public, private and third sector organisations; specialist consultants; other HEIs.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

(Delete as applicable)

- Regular use of Screen Display Equipment
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- Educated to degree level or equivalent experience (A, I)
- Recognised Project Management qualification (eg PRINCE 2, APM) OR substantial project management experience in a similar role (A, I)
- Experience of managing and successfully delivering complex and/or large projects to time, cost, quality and benefit realisation requirements (A, I)
- Substantial experience of key project delivery activities such as risk management, stakeholder management, planning, budget management, change management, etc (A, I)
- Ability to closely manage and monitor the output of multiple work streams, analysing meeting outcomes and making appropriate connections (I)
- Good broad knowledge and experience of successfully applying programme and project management tools and methodologies, and an ability to deploy and customise procedures for individual projects (A, I)
- Excellent IT skills, particularly in the use of MS Office packages, databases and project planning tools such as MS Project and Visio (A, I)
- Excellent and effective negotiation, influencing and communication skills, particularly the ability to persuade and inspire colleagues and external stakeholders to work collaboratively to ensure strategic priorities are met (I)
- Excellent organisational skills with the ability to manage a variety of tasks simultaneously, and to organise and prioritise own work and that of others in order to meet project milestones. (I)
- Excellent interpersonal skills with the ability to facilitate critical decision making and manage senior level relationships effectively, build consensus and drive effective decision making in formal and informal settings (I)
- Demonstrable experience of ability to manage and enable teams to work together and across functions to deliver successful outcomes (A, I)
- Excellent facilitation skills, able to lead workshops involving all forms of stakeholders to achieve agreed outcomes (I)
- Proven ability to write complex project documentation including terms of references, project briefs, financial reports, business cases and update reports. (A, I)
- Experience in planning, managing and monitoring project budgets (A, I)
- Proven ability to work independently without close supervision, and of working effectively as part of a wider, multi-disciplinary team (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

### Desirable Criteria:

- CLAIT/ECDL or equivalent IT qualification (A)
- Membership of a relevant recognised professional body (A)
- Knowledge and understanding of the challenges and strategic issues facing Higher Education (A, I)
- Experience of writing funding applications (A, I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*