Senior IT Project Manager

Job description

Together we are help and hope for everyone living with dementia

Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.

Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.

Trusted expert

We're listening, we're learning and we use experience and evidence.

Better together

We're open, we combine our strengths and we achieve more together.

Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Senior IT Project Manager

Position in the organisation
Reports to the Head of IT Delivery.
Line Manages IT Project Managers and IT Project Support Officers.
Member of our IT Delivery team.
Part of our Technology directorate.

Purpose of this role
At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Senior IT Project Manager oversees delivery of major technology programmes, ensuring initiatives meet deadlines, budgets, and business goals. The role manages a team of IT Project Managers and Project Support Officers and leads cross-functional specialist teams to implement technology projects and realise benefits.

Working closely with the Project Management Office (PMO), this technical role will lead on large-scale technology projects. Projects and programmes are managed in accordance with the Society's project management methodology, based on PRINCE2. The Society is also starting to use elements of Agile methodology. The role also involves building relationships across the organisation and maintaining an understanding of broader business strategy and activities.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities
This role aligns with SFIA 9 level 6 PRMG (Project Management) and level 6 PGMG (Programme Management). Duties include:

- Provide line management to a small team of IT Project Managers and Project Support Officers including the management of their well-being and personal development with a focus on coaching and mentoring.
- Liaise with specialist and technical teams to undertake the day-to-day delivery of a wide range of Technology projects and complex tasks.
- Professionally represent the IT Delivery Team to support larger PMO projects and the process of change to key stakeholders.
- Ensure accurate delivery of the projects or programmes aims and objectives.
- Develop project plans encompassing work to be undertaken across the projects.
- Ensure there is proper governance over projects and programmes.
- Provide day to day management of projects and programmes, allocated resources and assigned budgets.
- Identify, document, manage and where appropriate escalate risk.
- Oversee and support internal project boards.
- Produce regular reports and updates on the development of the projects for senior management.

- Develop and draft Business Cases, with input from specialists as necessary.
- Manage communication within and about the projects, working with project sponsors.
- Assess and manage risks and interdependencies across the projects, reporting resource conflicts and / or issues to the project boards and Head of IT Delivery as appropriate.
- Build and manage effective relationships with internal partners.
- Build and manage effective relationships with external partners, where engaged in the planning and delivery of project.
- Provide support and share skills and knowledge in change and project management through, for example, mentoring, guidance, training, direction, collaboration with colleagues within other functions to assist them in leading change projects and gaining sustainable change management skills.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.

- Comply with the data protection regulations, ensuring that information on clients remains confidential.

- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.

- Work in a manner that facilitates inclusion, particularly of people with dementia.

- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.

- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.

- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Strong change management and leadership skills, and the ability to apply them to implement new systems and redesign work.	I
Significant experience of line management of direct reports with responsibility for team members' performance reviews, career development, and/or personnel decisions as well as coaching, mentoring and leading through organisational change.	A/I
Proven track record in senior IT project management roles.	A/I
Have completed a Project management qualification to Practitioner level - such as PRINCE2, MAPM, PMP, APMG.	A/I
Proven experience of working with senior members of staff to deliver complex IT projects with an advanced understanding of planning, risk, resource management and financial controls.	A/I
Significant experience of Project Management within a technology environment and working knowledge of all aspects of end-to-end delivery through the project lifecycle.	A/I
Proven experience of delivering complex technology change projects and programmes that have a lasting and significant impact on an organisation.	A/I
Experience of delivering the project outputs and benefits through to realisation.	A/I
Good understanding of what good design, development and testing looks like to enable robust discussion with technology resources and suppliers on the project.	I
Experience of running stakeholder meetings and workshops to facilitate decisions and outcomes.	A/I
Experience of commercial negotiations with suppliers to input into contracts for project delivery.	A/I
Experience of both infrastructure, data, digital, systems and applications project delivery with in-depth expertise in at least one.	A/I
Experience of Agile project management methodology and development sprints.	A/I
Experience of business analysis, process mapping and re-engineering would be desirable.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Excellent communication skills, both verbal and written, with the ability to communicate clearly, cogently and appropriately for a range of technical and non-technical audiences.	A/I
Self-motivated and decisive.	A/I
Experience using Microsoft Suite of products and collaboration tools.	A
Experience using Project Management tools and software.	A
Ability to work collaboratively whilst prioritising own workload and remaining solution focussed.	A/I
Strong interpersonal skills with the ability to build relationships and influence stakeholders at all organisational levels.	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I
Excellent organisational, planning, reporting and timekeeping skills.	I
Excellent attention to detail.	I
Non-judgemental communication.	A/I
Commitment to and understanding of equal opportunities.	I
Understanding of the inclusion agenda and its relevance within a diverse society.	I

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Our benefits

Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers

Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy

Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications

Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning

Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards

Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave