

# IT Project Manager

## Job description

Together we are help and hope for everyone living with dementia



# Who we are

## Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

## Together we are help and hope for everyone living with dementia.

# 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 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.

# IT Project Manager

## Position in the Organisation

Reports to the Business Engagement Manager (IT) in the Business Engagement Team  
 Member of our IT Team  
 Part of our Technology directorate.

## Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

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 living with dementia and their carers.

Successfully deliver and manage IT Projects to support the achievements of our IT roadmap and our strategic objectives, delivering business outcomes and benefits. Applying relevant and latest programme and project management methodologies to successfully deliver projects to time, cost and quality parameters, engaging with stakeholders and providing relevant and timely reporting to key stakeholders. The post holder will manage a series of technical IT projects and tasks to further our objectives as well as champion the management of technology change. The post holder will plan, budget, monitor, report on and track the progress and statuses across a wide range of projects and complex tasks from the Technology Department's technology portfolio using standard project management tools.

Engaging and evaluating new projects and tasks, understanding the technical components of a project, writing formal project management plans for each project. The IT Project Manager is responsible for reporting on the status of all managed projects and identifying issues and reporting in a structured format back to the Business Engagement Manager.

This role is responsible for establishing and managing relationships across the wider organisation at all levels and it will be expected that the post holder maintains a good understanding of wider Society business strategy and activity.

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

- Delivery of IT Projects to time, cost and quality parameters including all relevant products and timescales for their delivery
- Engage, direct and support stakeholder involvement to participate and to support achievement of the project's deliverables.
- Engage and work with the Business Engagement Manager to ensure realisation of benefits during the project lifecycle.
- Work with Business Analysts to analyse data and contribute to the identification of potential solutions to issues.
- Deliver process change and organisational process re-engineering where required as part of project delivery

- Manage project closure, product acceptance and handover to business as usual in a controlled way.
- Liaising with specialist and technical teams to undertake the day-to-day delivery of a wide range IT projects and complex tasks.
- Agreeing project objectives and maintain a technical comprehension of project components.
- Produce timely and relevant reports for the key stakeholders and relevant project and change boards.
- Evaluating, documenting, and sharing lessons or best practice with colleagues
- Effectively manage project risks, issues and dependencies using appropriate project management techniques
- Direct and motivate Project Team members including Business Analysts, Testers, Infrastructure and Technical Support teams.
- Professional representation of the IT Team to support larger PMO projects and the process of change to key stakeholders.
- To 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.

### Other tasks

- This role sits within the IT team and will closely work with the Project Management Office (PMO) as the technical lead on large and organisational wide projects.

### 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.
- To champion the diverse needs of people affected by dementia by working in a manner that facilitates inclusion and collaboration, within and beyond the Society.
- To support and enable volunteering activities.
- To 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.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.

- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Work to embed a culture of inclusion and collaboration, within and beyond the Society.

## Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Strong change management and leadership skills, and the ability to apply them to implement new systems and redesign work.	E	A/I
Project management qualification – minimum Foundation level - such as PRINCE2, MAPM, PMP, APMG	E	A
ITIL Foundation	D	A
Knowledge of Agile project management methodology	D	A
Significant experience of Project Management within a technology environment	E	A/I
Experience using Microsoft Suite of products and collaboration tools.	E	A
Experience of using Project Management tools and software	D	A
Significant experience of delivering complex projects of technology change that have a lasting and significant impact on an organisation	E	A/I
Experience of end to end delivery through the project lifecycle	E	A/I
Experience of business analysis, process mapping and re-engineering	D	A/I
Experience of delivering the project outputs and benefits through to realisation	E	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	E	A/I
Experience of running stakeholder meetings and workshops to facilitate decisions/outcomes	E	A/I
Experience of commercial negotiations with suppliers to input into contracts for project delivery	E	A/I

Experience of both infrastructure and applications project delivery with expertise in at least one	E	A/I
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<b>Competencies &amp; Personal Attributes</b>	<b>Essential (E) or Desirable (D)</b>	<b>Application (A) or Interview (I)</b>
Excellent communication skills, both verbal and written Able to communicate clearly, cogently and appropriately for a range of technical and non-technical audiences	E	A/I
Excellent organisational, planning and reporting skills	E	A/I
Self-motivated and decisive	E	A/I
Adaptable to ever-changing environments and excellent problem-solving skills	E	A/I
Skilled at delegating tasks, responsibilities, and authorities effectively	E	A/I
Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work.	E	A/I
Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the business.	E	A/I
Excellent organisational and timekeeping skills.	E	A/I
Excellent attention to detail.	E	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	E	A/I
Be a self-starter and incredibly motivated.	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: [careers@alzheimers.org.uk](mailto:careers@alzheimers.org.uk)

# 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 & Dependents

- 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