

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.

IT Project Manager

Position in the organisation

Reports to Senior IT Project Manager.

Line Manages 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.

As IT Project Manager, you will deliver and manage IT projects that support the achievement of our IT roadmap and strategic objectives, ensuring business outcomes and benefits. You will apply current programme and project management methodologies to deliver projects on time, within budget, and to quality standards, engaging with stakeholders and providing timely reporting. You will manage a portfolio of technical IT projects and tasks, champion technology change, and plan, budget, monitor, and track progress across projects of varying complexity using standard project management tools.

This includes evaluating new projects, understanding technical components, writing formal project management plans, and reporting on project status and issues in a structured format to the Business Engagement Manager. The role requires establishing and managing relationships across the organisation at all levels, maintaining a strong understanding of the Society's broader business strategy and activities. This role will be responsible for supervision or line management of a small team of IT Project Support Officers.

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 5 PRMG (Project Management).

- Agree and define project scope, objectives and delivery approach, and ensure projects are delivered to agreed time, cost and quality parameters, including all relevant products and timescales.
- Maintain a technical comprehension of project components.
- 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, ensuring successful product acceptance, effective transition to BAU, and the evaluation and sharing of lessons learned to support continuous improvement.
- Liaise with specialist and technical teams to undertake the day-to-day delivery of a wide range of IT projects and complex tasks.
- Produce timely and relevant reports for the key stakeholders and relevant project and change boards.
- Evaluate, document, and share lessons or best practice with colleagues.
- Effectively manage project risks, issues and dependencies using appropriate project management techniques, including the creation of Project Initiation Documents (PIDs).
- Direct and motivate Project Team members including Business Analysts, Testers, Infrastructure and Technical Support teams.
- Professionally represent the IT Team to support larger PMO projects and the process of change to key stakeholders.
- Manage and supervise the IT Project Support Officers, including work allocation, quality checking and acting as an escalation point, in line with the Society's People Management frameworks and People Policies and Processes.
- Provide support and share skills and knowledge in change and project management through mentoring, guidance, training, direction and collaboration with colleagues within other functions, assisting them in leading change projects and gaining sustainable change management skills.
- Maintain ongoing communication and collaboration 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 personal information 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.	A/I
Project management qualification – minimum Foundation level -such as PRINCE2, MAPM, PMP, APMG.	A
Knowledge of Agile project management methodology.	A
Significant experience delivering complex technology change projects with lasting organisational impact.	A/I
Experience using Microsoft Suite, collaboration tools, and project management software.	A
End-to-end project lifecycle delivery, including benefits realisation.	A/I
Experience of business analysis, process mapping and re-engineering.	A/I
Good understanding of design, development and testing practices to enable effective engagement with technical teams and suppliers.	A/I
Experience of commercial negotiations with suppliers and contract input.	A/I
Experience of both infrastructure and applications project delivery with expertise in at least one.	A/I
Experience of line management of direct reports with responsibility for team members' performance reviews, career development, and understanding and following people policies and processes (desirable)	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and asking for help when needed.	A
Takes initiative and is comfortable working independently as well as collaboratively.	I
A critical thinker, able to identify and act on ways to work more effectively and efficiently.	I
Celebrates progress, solutions and impact rather than activity.	I

Delivers effectively to timelines in complex and sometimes ambiguous environments.	I
Deeply committed to the development of yourself and others.	A
Adaptable, with a strong work ethic and the ability to navigate changing situations and diverse teams.	A
Welcoming and respectful of differences of perspective, experience and opinion.	I
A team player who sees opportunity and energy in working together to solve problems.	I
Understanding of the inclusion agenda and its relevance within a diverse society.	I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

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