

JOB DESCRIPTION

JOB TITLE:	Project Manager
GRADE:	Grade 3
REPORTING TO:	Programme Manager
THEME/PRODUCT:	Transformation Portfolio Delivery and Operating Model Change

ROLE SUMMARY

The Project Manager leads the planning, delivery and successful implementation of projects across the organisation. They provide high-quality project and programme management support, ensuring projects are well-structured, aligned to organisational priorities and deliver measurable value.

The role champions consistent project management practices, blending traditional methodologies with Agile principles to achieve the right balance of structure, flexibility, and customer focus. The Project Manager also supports colleagues by coaching, guiding and promoting best practice, with a particular emphasis on Agile ways of working.

As a collaborative and service-focused partner, the Project Manager plays a vital role in enabling effective change and fostering a culture of continuous improvement, including a strong emphasis on customer needs and engagement.

MAIN DUTIES AND RESPONSIBILITIES

Leadership, Collaboration and Culture

- Deliver high-quality project management support, working collaboratively to create a high performing team environment
- be a role model for organisational values, promoting positive behaviours and a strong culture
- build capability across the team through coaching, mentoring and guidance, encouraging effective project and programme management particularly Agile principles and practices.

Project and Programme Delivery

- Lead successful delivery of projects and programmes using the most appropriate methodology, applying Agile as the core approach while using Waterfall where beneficial
- define and manage project scope, objectives, plans, schedules, budgets, dependencies and deliverables, ensuring regular delivery of value and accurate tracking and reporting
- facilitate project meetings, Agile ceremonies (stand-ups, sprint planning, reviews, retrospectives) and cross functional working group.
- produce and maintain key artefacts such as Business Cases, PIDs, user stories, acceptance criteria and test documentation
- manage risks, issues and dependencies, maintaining strong governance and taking corrective action as required
- oversee benefits realisation and ensure financial performance, value for money and efficient resource use
- promote strong communication and collaboration within project teams to achieve high-quality outcomes.

Stakeholder Engagement and Governance

- Engage senior leaders and stakeholders to clarify requirements, agree timelines and confirm resource and cost implications
- manage expectations through clear, consistent and timely communication throughout delivery
- engage customers and service users where appropriate to ensure project outcomes reflect real needs and deliver meaningful value
- implement and maintain governance structures that support informed decision-making and transparent reporting.

Tools, Data and Performance Monitoring

- Use project management and resource planning tools to track progress, workload, productivity and performance
- measure and report on project performance, identifying improvement opportunities and responding to emerging risks or underperformance.

Continuous Improvement and Business Innovation

- Champion continuous improvement and best practice in Agile project management

- lead and support business improvement initiatives to embed cultural and structural change
- contribute to the development and review of corporate project management frameworks, processes and documentation to ensure they remain effective and fit for purpose
- support research, analysis and exploration of new initiatives, innovations and service improvements, including service reviews
- drive operational excellence by promoting efficiency, innovation and sustainable improvements.

General

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value
- your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

Essential and Desirable Criteria	Method of Assessment
Qualifications	
- Degree or equivalent relevant experience managing complex projects (E) - Relevant project management qualifications (PRINCE2, AgilePM, Scrum Master) (D)	- Application Form - Pre-employment checks
Experience	
- Strong track record of successfully delivering traditional and Agile projects. (E) - Experience using Agile project management tools (e.g., Jira, Rally, VersionOne). (E) - Demonstrable experience working collaboratively with internal and external stakeholders. (E) - Experience of mentoring, coaching and supporting teams or colleagues. (E) - Experience resolving complex or difficult situations with customers, suppliers or stakeholders. (E) - Minimum of 3 years' experience working within an IT or technology enabled environment. (E)	- Application Form - Interview
Knowledge	
- Comprehensive knowledge of project and programme management methodologies (Agile and Waterfall), behaviours, values and techniques. (E) - Understanding of business process improvement methods (e.g., Lean methodology). (E) - Understanding of service standards and the delivery of SLAs. (E) - Strong knowledge of risk management and effective decision-making principles. (E) - Knowledge of how to analyse, interpret and present management information. (E)	- Application Form - Interview
Skills	
Project, programme and delivery: - Ability to plan, prioritises and manages projects and programmes, including budgets, resources, risks and dependencies. (E) - Organised, decisive and proactive, using initiative to manage workload and competing priorities. (E) - Balances attention to detail with awareness of the wider strategic picture. (E)	- Application Form - Interview

Analytical, problem solving and decision making: • Interprets complex information and applies strong analytical and problem-solving skills. (E) • Makes clear, evidence-based decisions. (E) Communication, engagement and influence: • Communicates clearly in writing and in person, engaging confidently with stakeholders at all levels. (E) • Skilled in negotiation and influencing, adapting style for different audiences, including senior leaders and boards. (E) Leadership, collaboration and teamworking: • Builds trust, collaborates effectively and acts with integrity. (E) • Supports, mentors and guides colleagues while working independently and with flexibility. (E) Customer focus and continuous improvement: • Delivers high-quality, customer-focused outcomes and drives improvement and innovation. (E) • Resilient, inclusive and committed to fostering a positive culture. (E)	
Behaviours	
• Care about the basics – you ensure best practice is in place, and use resources effectively • Work well together – you give context and clarity, join up how we approach our work, and break down silos • Achieve great results – you celebrate success, set clear expectations and provide opportunities to learn from the things that go wrong. • Keep improving – you promote meaningful change, create opportunities for improvement and make it happen • Be at our best – you lead with integrity • Make a positive difference – you actively collaborate, create effective partnerships and encourage autonomy	• Interview