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| **Role Title:** | Senior Business Change & Technology Project Manager |
| **Report to (title):** | Head of Project & Programme Delivery – BTS |
| **Function/Department:** | Business Technology Services (BTS) |
| **ABF Business Technology Services Overview** |
| Business Technology Services works across the major divisions of ABF, helping our businesses to thrive through the provision of world class Technology infrastructure, support, and delivery of new technologies to support the achievement of company strategic outcomes.  |
| **Role Summary** |
| This is an exciting time to join the BTS family. Our Global Delivery function is maturing its approach and linking to our BTS vision & strategy is launching a new service called ‘PMaaS’ (Project Management as a Service). This new service will operate as an internal consultancy offering project and programme based professionals across ABF through an assignment based model. This will see resources assigned out of BTS’ central PMaaS pool to other ABF Businesses to work on strategically important business change technology projects and programmes. The Senior Business Change & Technology Project Manager is a critical role in the mobilisation and management of assigned technology projects and programmes. They will work closely with Sponsors in the delivery of desired business outcomes, ensuring the business case and desired benefits are achieved. The role will oversee the project or programme team made up of a mixture of other PMaaS resources from BTS, other ABF businesses & external partner resources as needed. |

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| **Role Responsibilities/Accountabilities** |
| * Management of assigned technology and change projects and programmes through the lifecycle in accordance with agreed governance methodology and associated approval bodies.
* Define project scope and schedule while focusing on regular and timely delivery of value; organise and lead business change
* Manage concurrent high visibility projects / programmes in a fast-paced environment that may cross multiple ABF Functions and businesses.
* Prepare and distribute progress reports; manage risks and issues; correct deviations from plans; and perform delivery planning for assigned projects.
* Apply adaptable governance using a high level of knowledge and experience in blending traditional Waterfall and Agile approaches in the right proportions.
* Manage and co-ordinate project team(s) made up of technical & non-technical members, 3rd parties and business unit IT Teams, including the development and management of project plans, team meetings & Steering committees as needed
* Leverage organisational resources to improve capacity for project work; and mentoring and developing team members
* Support key stakeholders in managing customer expectations for project deliverables & communications
* Establish approaches for ensuring the realisation of benefits and the measurement of those benefits against the business case across all assigned projects / programmes.
* Promote empowerment of the team, ensure that each team member is fully engaged in the project and making a meaningful contribution, and encourage a sustainable pace with high levels of quality.
* Work to develop the capabilities of the BTS PMaaS service, promote continuous improvement and knowledge sharing across all resources. Share best practices and develop the members of the project / programme management practice within the PMaaS service.
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| **Working Pattern & Location** |
| * This role is a 37.5hour week Monday – Friday
* This will be a hybrid role, with a mix of home working plus travel to Peterborough & Andover on a regular basis – possibly up to 4 times a month.
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| **Experience, Knowledge, Skills & Attributes** |
| **Essential** | **Desirable** |
| Experience of managing project & programme budgets, some into the £m’s of pounds | Ability to act with diplomacy across a varied and demanding C Level & C Level minus one stakeholder group |
| Experience of delivering Business Change & Technology Projects across geographically widespread businesses within a federated environment | Experience of programme management, managing multiple and often conflicting priorities across widespread teams / geographies.  |
| Experience of manging end users, ensuring required business readiness activities are well planned to ensure maximum end user adoption and satisfaction. | Ability to interact effectively across operational based stakeholders understanding the impact to business operations of down time associated to IT Changes |
| Experience across multiple project delivery methodologies (waterfall, agile and hybrid) | Comfortable with ambiguity and shaping project blueprints with minimal input / direction set by senior leadership |
| Ability to apply both creative and pragmatic thinking to problem solving | Experience of operating within federated environments or within an IT Service Management Provider / consultancy advantageous  |
| Ability to take a holistic view of the business case, working wider with key business stakeholders and understanding of the broader context of decisions to deliver end goals / desired outcomes | Solid understanding of and demonstrated experience in using appropriate tools: Microsoft Project, Visio, PowerPoint, MS Excel, and the other MS Office Tools |
| Proven leadership experience, with the ability to prioritise activities and influence internal and external stakeholders to achieve results | Strong interpersonal skills including mentoring, coaching, collaborating, and team building |
| Strong communication skills, both verbal and written. Able to convey information to a varied audience in user-friendly language | Strong knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence |