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Job Title:	Programme Manager
Location:	Chester / Warrington
Deadline:	ASAP

Key Purpose of the Role

As a Programme Manager with ITS you will work as part of a team to ensure the delivery of a number of large and varied projects. You could be managing one large specific programme or a number of smaller but equally critical programmes.

You will work effectively across the business building internal stakeholder relationships whilst ensuring delivery of the programme remains on track and within budget.

Key Accountabilities

Key responsibilities include but are not limited to;

- Management of a range of large, complex projects (technical, business and resourcing)
- Applies a robust commercial view to the management of all projects including resources, costs and revenue.
- Management of individual project teams compiled of internal assigned resources and where required external consultants
- Development of robust and measurable project plans and associated reporting to ensure successful delivery of the programmes and timely and appropriate communication to key internal and where appropriate external stakeholders
- Develops a robust communication plan, identifying owners for each activity to ensure stakeholders and where appropriate the wider business is aware of progress and key milestones for each project
- Work closely with the partner/customer providing for customer driven projects, end-end support for the customer in delivering the connectivity
- Provide project documentation including PiD, project communications, post project reviews as agreed in the PiD
- Monitors delivery of identified business benefits within the programme and highlights any potential variances to the Leadership Team
- Identifies potential risks and/or blockers, ensuring appropriate mitigation is in place and risks are effectively communicated internally to the Leadership Team
- Ensures that programmes are managed in line with, and deliverables meet internal and external quality standards
- Owns the relationship with both internal and external stakeholders ensuring that all expectations are managed effectively.

- Develops robust plans for the deployment of all programmes and manages the transition from project to “live” operation.
- Ensures that the relevant documentation for technical solutions is available at the point of deployment
- Owns and manages the “close down” phase of the programme including but not limited to wash up sessions, what went well and what have we learned and how can sharing this information benefit other programmes within the business.

Package Overview

- Competitive salary

Person Specification Overview

Qualifications & Training

- Significant experience of operating as a programme/project manager across a range of large and complex programmes
- Prince II qualified

Experience

- Experience within the telecoms industry

Knowledge

- Knowledge of ISO standards including 9001,14001,22301 and 27001 and ideally experience of delivering programmes in compliance one or more of these standards
- Knowledge of Microsoft Project Professional or similar project management tools

Skills/Abilities & Relevant Competencies

- Must be innovative, flexible and adaptable in order to operate effectively within a fast-paced environment with a number of key programmes running simultaneously
- Adopts a holistic view of the organisation to ensure programme delivery is managed effectively across all workstreams end to end
- Ability to solve problems and communicate decisions in a creative but measured way
- Able to take internal and external stakeholders on the “journey” throughout the programme lifecycle
- Ability to build and maintain strong relationships both internally and externally with clients, delivery partners and other external stakeholders.
- Ability to ensure programme delivery aligns to key strategic and operational objectives
- Ability to develop and produce programme progress reporting ensuring that it is timely, informative and effective
- Ability to maintain a balance across all key elements of a project including financial, quality and people and customer expectations
- Excellent organisational and leadership skills including leading by example to ensure that the correct values and behaviours are embedded in the business
- Outstanding communication and interpersonal abilities