

**Description and Person Specification**  
**Professional Services Staff**

**Job title:** Project Implementation Manager

**Department:** Strategic Delivery

**Pay Band:** D

**Line Manager:** Head of Strategic Delivery

**Role Purpose:**

Working closely with the Head of strategic delivery, the project implementation manager is a critical role to build capacity within the organisation's project management office by providing both direct management of Executive sponsored projects as well as ensuring robust project governance is in place across the project management office's (PMO) portfolio.

You will be assigned to a variety of projects within the PMO portfolio and lead independently from concept to closure ensuring projects are set up for success and delivering in line with original ambition including reporting against progress whilst proactively escalating constraints and risks to an Executive audience.

You will lead on the creation, maintenance and continuously improving key PMO resources working collaboratively with key stakeholders to seek input and testing to ensure they are fit for purpose.

This role will require providing coaching and guidance to academic and professional services colleagues to understand and apply project management tools and techniques locally.

**Duties and Responsibilities:**

- Work collaboratively with senior academic and professional services colleagues to manage key strategic projects ensuring each delivers key objectives on time and in budget

- Work independently to create and maintain key project documentation templates including project brief, business case, delivery plan and RAID log
- Report on project progress including writing status reports and presenting to executive and senior management
- Responsible for the creation, review and maintenance of key PMO project documentation, templates and resources to ensure they are fit for purpose to be used by staff across the organisation
- Working with members of the executive team to establish project, programme and portfolio boards which are set up for success including drafting terms of reference, setting agendas and maintaining action logs
- Act as the PMO team's key point of contact for the communications team, producing effective and consistent project and portfolio newsletter and intranet updates for a variety of audiences including executive and board of governors members
- Working with the Head of strategic delivery to assure that the portfolio of strategic projects are delivering on time, on budget and on plan
- Educate academic and professional services staff across the organisation on project management practices to ensure continual improvement of project delivery through innovation, education and consistency
- Perform other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved
- Build networks with other PMO teams across the HE sector and share learning

#### **Other**

- Demonstrate an understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role
- Work within Ravensbourne's Code of Conduct and other Rules
- Comply with all legislative, regulatory and policy requirements (e.g., Finance, People & Culture) as appropriate
- Carry out the policies, procedures, and practices of Health & Safety in all aspects of the role

- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne’s work and show commitment through everyday practice in the role

**Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):**

- Head of Strategic Delivery
- Senior Project Managers
- Business Intelligence & Planning
- Professional services teams notably IT, Finance, Estates, People & Culture
- Academic heads
- Executive team
- External suppliers

**Resources Managed**

Budgets: Responsible for managing and reporting on project budget of circa £1m  
 Staff: matrix management of project resource

**Person Specification**

<b>Knowledge and Experience</b>	<b>Essential</b>	<b>Desirable</b>
<p><b>Education</b></p> <p>Education to degree or equivalent qualification at Higher Education level in a related discipline commensurate with the nature of the role</p>	✓	
<p><b>Professional qualifications/experience</b></p> <p>PRINCE2 Practitioner, Managing Successful Programmes (MSP), Association of Project Management (APM) qualification or similar qualification</p> <p>Lean/Six Sigma qualification</p> <p>Prior experience of working with/within a Project Management Office (PMO)</p>	✓	✓

<p><b>Project management</b></p> <p>Proven track record as a project manager across HE or similar</p> <p>Experience of using and maintaining best practice templates when running a project</p> <p>Experience transitioning projects through change controls and stage gates including business case approval, technical design authority, change advisory board, service transition and benefits realisation</p> <p>Experience managing a project throughout its full life cycle, using key documentation to ensure the project achieves its agreed objectives, in accordance to agreed project brief</p> <p>Experience of identifying and managing risks and issues</p> <p>Experience of managing and reporting on project spend against budget</p>	<p>✓</p> <p>✓</p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p>✓</p> <p></p> <p></p> <p></p>
<p><b>Numeracy and analytical skills</b></p> <p>Experience of defining project KPIs as part project scoping</p> <p>Experience of evidencing project benefits realisation post completion</p> <p>Experience of using data to inform project scope and objectives.</p> <p>Demonstrates excellent attention to detail, accuracy and quality to their work</p> <p>Experience in producing minutes and maintaining action logs from board meetings</p> <p>Ability to maintain a lessons learned log across the portfolio</p>	<p>✓</p> <p></p> <p>✓</p> <p></p> <p>✓</p> <p>✓</p>	<p></p> <p>✓</p> <p></p> <p>✓</p> <p></p> <p></p>
<p><b>Future focussed and change-ready</b></p> <p>Ability to adapt quickly to changing demands and priorities</p> <p>Experience of working strategically in a fast pace environment</p>	<p>✓</p> <p></p>	<p></p> <p>✓</p>

<b>Using IT</b> Advanced IT skills, including the full Microsoft Office suite	✓	
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<b>Core Personal skills abilities and behaviours</b>	<b>Essential</b>	<b>Desirable</b>
<p><b>Stakeholder Management</b></p> <p>Ability to engage a diverse stakeholder group to understand and collaborate on ideas and tasks in order to ensure successful project delivery and sustainability</p> <p>Proven ability to lead and motivate individuals and groups to achieve positive outcomes without direct line management</p> <p>Experience of establishing project delivery/PMO working relationships across HE/relevant sectors</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p><b>Equality, Diversity &amp; Inclusion</b></p> <p>Demonstrable commitment to creating an inclusive environment where everyone can thrive.</p>	<p>✓</p>	
<p><b>Communication</b></p> <p>Effectively communicate project progress through clear and concise reporting tailoring the level of detail according to the audience requirements</p> <p>Highly developed interpersonal and communication skills, able to communicate clearly and effectively to a wide range of internal and external stakeholders (verbal, written and numerical) both in person and virtually</p> <p>Experience maintaining intranet pages and writing newsletter articles</p> <p>Experience writing and compiling project closure reports or similar</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<p><b>Organisational skills and problem solving</b></p> <p>Experience of coordinating workshops and project engagement sessions</p> <p>Ability to demonstrate excellent organisational skills including prioritising workload and meeting deadlines</p> <p>Anticipates problems or issues and deals with them constructively and collaboratively to find a solution</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Organisational values</b></p> <p>Demonstrates the organisational values, through own actions and through leadership of others</p>	<p>✓</p>	

**This Job Description may be reviewed, and duties amended aligned with Ravensbourne’s requirements, any changes will be made in collaboration with the postholder.**

**Our Values**

**Connection:** We value what happens together and we collaborate to achieve our collective goals.

**Dynamism:** We embrace every opportunity to adapt and optimise.

**Inclusion:** We celebrate our diversity, and we embrace difference as a source of strength.

**Professionalism:** We aim for quality in everything we do and take pride in our work.

