



## ALLPAY LIMITED

[Title]

<b>Owner</b>	HR Manager	<b>Date Created</b>	25/04/2016
<b>Classification Level</b>	Restricted	<b>Template Version</b>	[Template Label]

### 1. JOB IDENTIFICATION

**Job Title:** Project Manager  
**Responsible to:** Programme Manager  
**Department(s):** Portfolio, Programmes and Projects

### 2. JOB PURPOSE

In this critical, highly visible role, you will manage projects involving systems that process billions of pounds worth of transactions per year, used internally and externally by over 350 staff, 1000 clients and 5 million customers.

You will manage complex software development, architecture, infrastructure and integration projects in a fast paced, frequently changing environment.

You will be responsible for the overall planning, coordinating, controlling and delivery of all activities for projects and related release initiatives.

You will contribute to the release planning of the wider portfolio/programme of work.

You may also be required to support business analysis as and when required, to cover the needs of the department.

### 3. DIMENSIONS

You will ideally have both waterfall and agile project management experience and be able to leverage the two disciplines appropriately.

You will have a proven track record of being solution and delivery focused and can perform at a high level across strategic, business facing and technical initiatives.

### 4. ROLE OF DEPARTMENT

The role of the Portfolio, Programmes and Projects department is to manage effectively and efficiently the business and IT initiatives from inception through to completion taking account of business priorities, risks and benefits.

Managing in totality the organisations project portfolio/programme via a collection of strategic processes and decisions that together enable the most effective balance of organisational change and business as usual.

Determining integrated sets of outcomes and benefits that are measured, monitored, managed and refined to ensure goals are achieved.



## 5. KEY RESULT AREAS

Demonstrate solid project management experience with advanced communication skills

Utilise stakeholder management skills to manage relationships with both internal and external stakeholders and clients.

Ability to deliver projects within market driven time constraints and budgets.

Ensure that risk and issue management and mitigation is a central function throughout project delivery.

Successfully matrix manage project team demonstrating leadership, problem solving, troubleshooting and diplomacy skills.

Demonstrate a positive and open attitude to change.

Self motivated and proactive with demonstrated creative and critical thinking.

Effectively apply methodology and enforce standards and best practice.

Support the self-organisation of teams and third party suppliers, but leading and guiding when required

Facilitate day-to-day operational aspects of a project.

Ability to manage multiple projects simultaneously.

Good understanding of application analysis, programming, database and system design.

Ability to translate complex concepts between business customers and the technical project team.

Provision of business and technical analysis may be required from time to time.

Assist in Value Proposition analysis for product development initiatives.

Act as an emissary for the Project Office to the rest of the business.

Gain further knowledge of allpay's diverse business areas and their needs.

Demonstrate and encourage pride in the work of individuals, virtual teams and the wider department.

Embed ownership and responsibility for accomplishing objectives across the team and department.

Conscientiously follows through on commitments and embed this behaviour across the team.

Demonstrate resilience under very demanding pressures and circumstances.

*"The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post".*

## 6. ADDITIONAL KEY DUTIES

You will expected to provide ad-hoc out of hours additional support during a major incident (Severity 1 or 2) where the business need demands it.



## 7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

### Essential

Proven experience of managing a range and volume of projects across a number of business areas and functions.

Demonstrable understanding of the principles and frameworks of successful project management.

Proven experience in providing leadership, guidance, problem solving and diplomacy skills to internal and external stakeholders to achieve successful project outcomes.

Understanding of project delivery and acceptance processes within a fast-paced business environment.

Experience of working within Agile and Waterfall environments.

### Desirable

Experience of working with different Project Management Methodologies.

A Certified Project Management qualification.

IT or Management qualification.

Experience in a Financial Services, preferably including BACS, direct debits, payment cards, prepaid and cash transactions; desirable.

Excellent understanding of project delivery frameworks and working within a software delivery environment.

### Personal Skills

Ability to use a range of communication, influencing and diplomacy skills.

Ability to motivate, lead, coach and mentor at different levels of a complex organisation.

Able to facilitate and support decision making within the project space.

Ability to produce and present management information to all levels of stakeholders; both technical and non-technical.

Positive attitude to change and the ability to respond to changing priorities.

Strong time management skills, ability to multi-task and meet tight deadlines.

Adaptable, flexible and has the ability to do the right thing under pressure..



## 8. JOB DESCRIPTION AGREEMENT

**We confirm that this conveys a full and accurate description of the job as at June 2020**

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: