JOB DESCRIPTION

Job Title	**ICT & Systems Project Manager**
Responsible to	**Head of Finance**
Responsible for	**N/A**
Location	**London – Office-based (subject to COVID-19 restrictions)**
Salary	**£40,000 plus London Weighting**

JOB PURPOSE

Reporting to the Head of Finance, the post-holder will be responsible for the development and improvement of the ICT service and systems within Local Partnerships, as well as the operational relationship with the current and incoming ICT service provider.

They will play a key role in business process re-design and will act as a 'process owner' in analysing and delivering process improvements for various services.

The provision will include, at a minimum:

- A secure, reliable and accredited ICT infrastructure.

- Desktop applications and online systems that improve efficiency and make the best use of available technology to support the front-facing teams.

- A responsive helpdesk facility to both internal users and external clients in accordance with defined service level agreements.

PRINCIPAL ACTIVITIES

Service Delivery

- Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

- Coordinate the daily relationship between Local Partnerships and the ICT provider, including being the point of escalation for daily issues

- Understand how to coordinate, guide and work alongside a range of different users, each with differing skillsets, needs and outlooks.

- Maintain, develop and review systems, processes, procedures and working methods to maximize quality, efficiency and compliance.

- Provide specialist/professional advice and recommendations to support informed decision making.

Implementation

- Project manage the implementation of a new/improved ICT support service at Local Partnerships.

- Project manage and supervise the implementation of new finance management and time-recording systems (which have been selected already).

Analysis, Reporting & Documentation

- Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision-making.

- Analyse and improve existing systems, processes and policies.

- Ensure that correct project documentation is produced and maintained.

PERSON SPECIFICATION

- Proven ability to manage a range of projects through to completion.

- Practical and professional experience and understanding of business, supporting service teams and/or providing support to the public.

- High level of ICT & systems competence.

- Previous experience of managing out-sourced service providers.

- Proven problem-solving skills with the ability to exercise high levels of initiative to devise and implement workable solutions.

- Experience working with a small/medium size business.

- Have a detailed knowledge of risk management, and it's application within a project management environment.

- Self-starter with the ability to identify what requires doing and the enthusiasm to see tasks through.

- Ability to work as part of a team with a flexible approach in order to adapt to changing working requirements.

- Excellent organisational skills, ability to prioritise work to meet deadlines.

- Good interpersonal skills, particularly the ability to deal effectively and courteously with colleagues and visitors.

- Excellent oral and written communication skills.