

IT INFRASTRUCTURE PROJECT MANAGER

Division/Department	Information Technology/Operations
Reports to	Portfolio Manager
Responsible for	N/A

Role Overview

This role sits within the Technology Change Delivery function and is responsible for the project management of various IT initiatives/projects within the department and across the company. This role will focus on the strategic development of our technology infrastructure and services, working closely with the Head of Cyber Security, IT Infrastructure Manager and IT Solution Architecture Manager. The role will manage and coordinate IT infrastructure resiliency and security-based projects, working closely with core infrastructure technical teams. Requirement to work with complex IT environments whilst working to various deadlines, delivering multiple projects. This role will be responsible for delivering 2-3 projects that are likely to include Network enhancements, Cyber Security improvements and Platform upgrades.

Key Areas of Responsibility

General

- Managing delivery of IT Change projects whilst adhering to Transact change delivery framework and best practice.
- Providing end-to-end project management, from business case development and detailed project planning, through to the implementation of a new products, initiatives and services.
- Ability to 'translate' between business and IT to ensure mutual understanding.
- Managing multiple project initiatives within the department concurrently.
- Providing full governance & control over projects – making sure projects progress through the defined project life-cycle.
- Building consultative relationships with Senior Management.
- Managing third party relationships with external vendors.
- Contributing to the development of PM governance and methodology to improve transparency, risk management and timely delivery of the intended benefits.

Planning, Initiation and Documentation

- Undertaking project planning and analysis, including detailed project plans, documenting scope and business requirements.
- For new projects ensuring that all stakeholders are identified and are clear about the scope and objectives, the governance to be used and their role and responsibilities.
- Within the change delivery framework, establishing and adhering to the governance structure appropriate to the project.
- Monitoring and managing project risks and issues, providing regular updates.
- Maintaining effective and up to date documentation on all relevant IT systems, services and procedures.

Project Management

- Devising, managing and monitoring the project plan, assigning responsibilities and ensuring the project is adequately resourced.

- Managing project teams across the organisation. Ensuring that work streams are well defined, that work stream leaders are clear about their role, that the work stream will deliver the intended outputs in accordance with the plan and with the agreement of senior stakeholders from their area of responsibility.
- Identifying, tracking, managing and mitigating risks within the project. Taking corrective action as necessary. Ensure that Operational Risks arising from the project are raised with the Risk Manager and that responsibility is allocated appropriately.
- Reporting project progress in line with agreed project governance; escalating issues as necessary.
- Facilitating project meetings. Ensuring that attendees are fully aware of their ongoing responsibilities including obtaining approval from senior stakeholders to support their decisions and recommendations.
- Managing and monitoring the budget to ensure that the project is delivered within agreed costings.
- Acting as the first point of communications for internal and external parties about the project. Dealing with questions as they arise and escalate as necessary.
- Providing ad-hoc project support where required.
- Conducting post implementation reviews on completed projects, ensuring resulting recommendations are collated and available for use in future projects.
- Ensuring the orderly close-down of projects including management of the transition into business as usual, allocation of any follow up actions and archiving of documentation for future reference.
- Undertaking benefits review for completed projects to assess if the planned outcomes have been achieved.
- Creating and managing change control processes in line with best practices.

Education and Knowledge Requirements

Essential	Desirable
<ul style="list-style-type: none"> • Project Management qualification (eg. Prince 2) • Strong working knowledge of ITIL methodologies 	<ul style="list-style-type: none"> • Agile / Lean Six / PMP qualifications • Any IT focused qualifications

Experience Requirements

Essential	Desirable
<ul style="list-style-type: none"> • 5+ years commercial experience in a similar role • Excellent written and verbal communication skills • Experience in Cyber Security • Experience in Networking • Experience of Cloud technologies • Experience of large-scale migration projects • Experience in Bluechip organisations • An understanding and experience of a functioning project management office 	<ul style="list-style-type: none"> • Previous Financial Services experience • BA background • Infrastructure project delivery

Attributes	
<ul style="list-style-type: none"> • Ability to multi task • Focused • Working to deadlines • Collaborative • Ability to take ownership • Analytical • Well organised • Quality orientated & results driven • Conscientious & diligent • Good communication skills (verbal & written) • Strong relationship building • Strong leadership traits • Excellent interpersonal leadership and influencing skills with the ability to achieve goals without direct control over resources • Ability to grasp concepts of a technical nature • Motivate and influence others to deliver • Attention to detail (high accuracy) • Capable of working across organisation boundaries • Decision making • Methodical problem solving • Flexible • Curious • Team player • Creative & disciplined thinker • Strong negotiating skills • Good presentation skills • Ability to work with minimal supervision • Ability to work under pressure 	
Competence Requirements	
<p>Working with others (Level C) Works collaboratively with others to achieve common goals</p> <p>Impact and influence (Level C) Builds rapport, uses persuasion and influence to obtain support and buy-in for activities to the benefit of the business</p> <p>Leadership (Level C) Demonstrates an ability to drive, motivate and inspire both self and others to achieve goals</p> <p>Developing self and others (Level A) Develops self and others, showing a genuine interest in helping others reach their potential</p> <p>Achievement orientation (Level C) Works to achieve results and improve individual and company performance through what they do</p>	

Customer orientation (Level B)

Develops and maintains strong relationships with our customers and understands how this relationship is central to Transacts success

Relationship building (Level D)

Builds mutually beneficial, collaborative, long term relationships both internally and externally

Planning and organising (Level D)

Has ability to plan, organise and prioritise work

Innovation and continuous improvement (Level C)

Seeks and uses ideas to continually improve performance or themselves and the business

Analytical thinking and decision making (Level C)

Has ability to analyse, investigate and interpret information, issues and situations to make the right decisions in a timely manner

Financial and business awareness (Level C)

Understands what Transact does and the business environment in which it operates

Accountability

As a financial services company we are bound by various rules and regulations. In this role you are particularly accountable for these areas:

Compliance and Risk

- Adhere to all processes and deadlines as required by the Group Compliance department in line with regulations.
- Understand the risks, control and governance requirements for the group and flag and escalate risks and error within your remit.
- Comply with all internal policies and procedures.
- Comply with the Conduct Rules.

Training and Competence *

All of our staff are expected to acquire and maintain the desired level of competence for their role which requires them to have the skills, knowledge and expertise needed to discharge the responsibilities of their role. This may include Continual Professional Development (CPD).

You are required to:

- Undertake all training required for your role.
- Attend and participate in internal training courses as required by your role.
- Undertake continual professional development relevant to your role.
- Continue to maintain technical knowledge and contribute to the development of the knowledge of other team members.

* For definitions, please see the T&C Guide