

Role description

Role:	Senior project manager
Business function:	Project delivery
Reporting to:	Head of project delivery
Managing:	Project manager (where relevant)
Prepared on:	9th April 2020

1. Purpose and scope

- To be accountable for the overall direction, coordination, implementation, control and completion of specific projects ensuring they are consistent with Fresh Egg's business and technology strategies, and are delivered on time and on budget following best practice techniques
- To support and mentor other team members to achieve the same.

This role description is not inflexible but is an outline and account of the main duties and capabilities. The role holder should however carry out any other reasonable duties commensurate with the role, as the needs of the company require.

2. Role responsibilities

2.1 Key responsibilities

- To confirm the scope of a proposed project, and clearly define the objectives of the project
- To collate all information and produce and maintain the statement of work and project plans and if necessary, change control plans
- To negotiate and secure the required allocation of resources, skills and expertise from within Fresh Egg through resource management
- To track and monitor the overall project progress, resolving issues, initiating corrective action to avoid scope creep and escalating major issues upwards
- To manage the operational activities of third-party providers i.e., providing guidance, checking invoices, and confirming and signing-off deliverables
- To manage project deliverables (i.e. output of project) and ensure that all project deliverables are at the appropriate levels of quality, on time and within budget, in accordance with the project plan and coherent with the overall project objectives and related business strategy
- To maintain oversight and approval on the user acceptance testing deliverables (approach, scope, sign-off criteria etc.) and ensure completion of operational acceptance testing activities

- To ensure the relevant deployment activities are performed, producing documentation and procedures associated with the running, support and maintenance of any new or updated systems
- To support the commercial function across pre-sales activities, including quoting, RFP production and scoping
- To proactively inform the relevant parties of new commercial opportunities that arise from existing clients and prospects
- To recommend and implement project management systems or improvements where relevant
- (Optional) To line manage effectively through coaching style of management and to support them in achieving their objectives and overall career progression, carrying out day to day elements to include hiring, appraisals, 121 meetings, team meetings, personal development plans, identifying training needs and performance management

2.2 Governance monitoring and control, KPIs and reporting

- To establish and maintain an appropriate project governance structure and effective communication processes
- To manage project issues, risks, dependencies and change control within agreed processes, and to ensure delivery of project results within the agreed scope
- To ensure that Fresh Egg's review process is followed and be responsive to the recommendations of any health check /project reviews
- To manage the project budget on behalf of the client and to monitor and report the WIP revenue internally
- To provide the necessary reports on project status to internal and external stakeholders
- To ensure the RAG (Red, Amber, Green) status, our client satisfaction KPI, is reported on and communicated to key internal project stakeholders on at least a fortnightly basis
- To prepare and coordinate post project evaluations, document feedback and implement the relevant changes or improvements accordingly to ensure Fresh Egg continue to give excellent service to our clients

2.3 Best practice and organisation

- To keep fully up to date with industry developments
- To identify, evaluate and share resources, tactics and techniques, freely sharing knowledge, insight, best practice and ideas across the agency
- To work closely with other core business functions to ensure they are kept up to speed with all relevant details to ensure a high quality and professional handover from business development

- To represent Fresh Egg at industry events when required and to represent the company in a professional and knowledgeable manner

Key behaviours should be aligned to core values at all times.