

Role Profile: Project Manager**Team:** Project Office**Reporting to:** Senior Project Manager**Job Level:** Level 4 (Premium)**Purpose...**

A client facing Project Manager owning the successful completion of projects to deliver new work to cost, quality and time within the Solutions Learning Services business line. A chargeable role within the launch and development phases for new or existing Solutions clients.

Working individually to own smaller client projects, building experience and capability towards project management of larger scale Solutions implementations.

Key Accountabilities...**● Project Management**

- Project planning – create a project and milestone plan that will be shared with the client and internal project teams during the launch phase of the project.
- Work with colleagues to create the project scope ensuring the true work effort is captured and delivers the agreed margin, looking for opportunities to upsell where possible.
- Lead internal and external project launch meetings and complete the associated project tools that accompany this phase, where appropriate.
- Managing project scope proactively to deliver at least the margin scoped, owning client conversations on scope creep and commercial implications where needed.
- Scheduling Hemsley Fraser, client and associate resources against a milestone plan. Proactively rescheduling and communicating implications to stakeholders and resources throughout implementation phases.
- Production of project progress reports to share with the client and internal project team
- Lead weekly project update meetings with the client and internal project team.
- Managing the project risk and change control logs, fully understanding the scope and financial impact, escalating and reporting as required.
- Representing the project management function at bid phase – writing and presenting milestone plans, approaches to develop and deploy assumptions and risks.
- Acting as an internal point of contact for Business Development, Digital and Learning Services stakeholders throughout the project

- Act as point of escalation for project team members/escalate issues and problems to the appropriate levels for resolution.
- Capture lessons learned – successes and recommendations for improvement – and proactively drive any necessary change to embed recommended improvements.

Knowledge & Skills...

- Knowledge and understanding Hemsley Fraser's Solutions Learning Services business as well as knowledge of products and services from the other business lines.
- Knowledge of Hemsley Fraser 5 phased approach to Project Management
- Able to manage initiatives with stakeholders from conception through to successful completion.
- Personal credibility with clients: ability to build and nurture effective relationships at senior management level and act as a trusted advisor:
- Able to positively challenge to stretch thinking and encourage innovation.
- Strong commercial focus, with a clear understanding of the influencers on revenue and profitability, including the ability to work towards managing large value/complex projects to budget.
- Able to anticipate, manage and resolve 'out of scope' issues collaboratively.
- Ability to make or enable timely decisions to ensure project success, investigate and identify resources required and solve problems within a project implementation and management environment.
- A successful background in the planning and subsequent management of projects. Proven PM capabilities, including an appropriate qualification/accreditation or willingness to work towards achieving one

Competencies...

- Client-orientated.
- Group-orientated leadership.
- Planning and organising.
- Business communication skills.
- Problem solving.
- Drive.
- Multi-tasking.
- Budget/scope management.
- Resilience.