

Role: MLS Implementation & Projects Manager

Team/Location: MLS – Saltash / Hybrid

Reporting to: Head of Service Delivery

Job Level: Level 3 (Technical)

Purpose...

Lead a small team of Client Project Delivery Leads (CPDL) and deliver the successful completion of client implementations and internal process improvement projects to cost, quality and time within the Managed Learning Service (MLS) department, and in line with our strategic aims.

You will be...

A client-focused Project & People Manager, who enjoys seeing the impact that a successful project has for our clients, our people and our business.

Passionate about delivering projects to a high standard and will be constantly looking for ways to improve the departmental performance and customer experience.

Someone who enjoys learning, seeing the power of effective Learning & Development internally and externally, and, in collaboration with the Senior Leadership Team (SLT), be able to identify where training can make the most impact for the department.

An experienced people manager who can effectively lead, motivate, and inspire a dispersed team to consistently deliver results.

Commercially astute, always seeing the opportunity to make improvements that deliver value and efficiency for Hemsley.

The role is...

- Effective people management of the CPDL team, including regular development conversations in line with organisational KPIs and performance enablement processes.
- Project planning – creating project and milestone plans that will be shared with the client and internal project teams during the implementation of new clients.
- Working with colleagues to create project scopes, ensuring the true work effort is captured and delivers the agreed margin, whilst also identifying and escalating any upsell or cross-sell opportunities to the MLS sales team.
- In collaboration with Client Service Managers (CSM) and the MLS SLT, the identification, deployment and roll out of internal department wide improvement and standardisation projects.
- Production of project progress reports to share with client and internal project team(s).
- Leading weekly/monthly project update meetings with the SLT.
- Representing the project management function at bid phase – writing and presenting milestone plans, discussing approaches to development, deployment and capturing assumptions and risks.

- Effective stakeholder management and acting as point of escalation for project team members/escalate issues and problems to the appropriate levels for resolution.
- Capturing lessons learned – successes and recommendations for improvement – and proactively driving any necessary change to embed recommended improvements.

You will have...

- People management experience, including performance enablement and coaching or equivalent.
- Knowledge and understanding of Hemsley Fraser's MLS service as well as knowledge of other Hemsley products and services.
- Project management experience with the ability to manage complex projects with stakeholders from conception through to successful completion, or equivalent.
- Personal credibility with clients: ability to build and nurture effective relationships at a senior management level and act as a trusted advisor.
- Experience leading a team responsible for managing multiple projects simultaneously, or equivalent.
- Demonstrable skills to positively challenge to stretch thinking and encourage innovation.
- Clear commercial awareness, with a focus on managing margin and ensuring that projects are delivered in scope.
- The ability to anticipate, manage and resolve 'out of scope' issues collaboratively, flagging any impact on the commercials.
- The 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 Project Management background in the planning and subsequent management of projects. An appropriate qualification/accreditation or willingness to work towards achieving one is desirable but not essential.

Success in the role is...

- Excellent 360 feedback.
- Effective people management in line with KPIs and Hemsley's strategy.
- Accurate identification and delivery of standardisation and improvement projects that deliver real value to our people, our clients and our business.
- Delivering MLS implementations to margin and scope, highlighting opportunities for improvement to processes.
- Demonstration of Hemsley Fraser Values.

Role specific KPIs

This section is a supplement to the job Role Profile and is intended to set out the performance expectations of the role. Post holders will be responsible for always achieving role specific Key Performance Indicators (KPIs).

Achievement of KPIs on a continuous basis will form part of ongoing performance conversations and will be measured weekly, monthly or quarterly as appropriate. They will also be reviewed formally at quarterly intervals as part of the Performance Enablement process.

KPI	KPI Category (e.g., Customer/ Financial/Internal/Quality)	Link to Strategy	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
All team members to have continuous ongoing performance conversations to include performance against KPIs, Objectives and HF Values, and a wellbeing check-in	Internal/Quality	Stabilise	<ul style="list-style-type: none"> All of own teams to have clear KPIs and objectives, with objectives agreed and set out in the HR system each quarter All team members to have regular (at least monthly) one-to-ones (1-2-1s) with their manager which include conversations about KPIs, Objectives, HF Values and Wellbeing Monthly 121s to be documented, stored confidentially, and shared with the team member each month PDPs & PIPs in place where required 	Monthly	<ul style="list-style-type: none"> Team member absences
Ensuring lessons learnt from each project are captured and any follow-up action is assigned.	Quality	Stabilise	<ul style="list-style-type: none"> Ensuring all lessons from each project are captured within the Lessons Learnt log within 1 week of project close. All necessary action (e.g. to rectify an issue highlighted) is assigned and followed up accordingly. 	Monthly	
Working with sales colleagues to support new implementations, ensuring scope and proposed timelines are created and accurately captured when requested.	Financial	Diversify for Growth	<ul style="list-style-type: none"> Assisting sales colleagues to create and provide advice on project scope and milestone planning Creation of project milestone plans and any other project management documentation needed to support during implementations 	Ad hoc – when new clients launch	

			<ul style="list-style-type: none"> • Manage scope effectively, including ensuring changes are logged and Client Partner involved in any rescoping activity 		
Managing internal process improvement or efficiency projects successfully, capturing savings/time efficiencies/customer experience improvements delivered	Financial/ Quality/ Customer	Stabilise	<ul style="list-style-type: none"> • Scope out internal improvement/efficiency projects, create project & milestone plan • Ensure that deliverables (savings/time efficiencies/customer experience improvements) are recorded and reported on 	Quarterly	