



ROYAL  
OPERA  
HOUSE

## **JOB DESCRIPTION**

**Title:** Project Manager

**Reports to:** Head of Transformation

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### **Main purpose of the job**

Working across the ROH Group as required, the Project Manager is responsible and accountable for delivery of designated project work, specifically:

- project management, project delivery and project implementation associated with the management and delivery of the Corporate Transformation Portfolio
- management and delivery of scoping, documentation, procurement and implementation of projects
- monitoring and reporting on project progress, change control and risk controls. Championing change and interpreting business needs into a successful technology implementation.

### **Main Responsibilities**

Working to the priorities set by the Head of Transformation and the Project's Executive Sponsor:

#### ***Project Management***

- Define and work to the project scope and schedule within the given budget and timelines while focusing on regular and timely delivery of value; agree the project plan with key stakeholders.
- Support, share and enable the adoption of best practice in project and technology management.
- Prepare, review, and maintain project documentation, including project initiation documentation, risk control documents, progress reports, project plans, change control and other documentation such as communication and training documents, as required by the project. Ensure delivery expectations are communicated with stakeholders; ensure stakeholders are kept informed of progress and risk. Ensure delivery teams are aware of their roles, responsibilities and tasks.
- Regularly review and report to the Head of Transformation, Project Sponsors and the BTG (Business Transformation Group) on project progress, change control, risks and issues.

- Ensure the choice of project methodology fits the type of work being undertaken, applying Agile or waterfall techniques as appropriate.
- Monitor project budgets, resources, dependencies and task delivery.
- Prepare agendas, organise and lead project related meetings.

### ***Change Management***

- Ensure training needs and a communication plan are incorporated for the project launch, champion continuous learning and ensure stakeholders get the best value from new the solution.
- Create an environment where stakeholders can successfully achieve objectives, through provision of sufficient training and communication, including materials to ensure ongoing adoption of the system by new users.
- Seek out opportunities within projects to identify where changes in business processes will drive efficiencies or support revenue generating activities.
- Provide analysis of the impact of proposed business changes as required, specifically within project business cases.
- Manage the change transformation process effectively with product owners and/or sponsors, particularly regarding project closure and transition to business ownership.

### ***Relationship Management***

- Develop strong working relationships with all key stakeholders and team colleagues across the IT team.
- Engage confidently with stakeholders and colleagues and manage expectations at each stage of the process of analysis and delivery.
- Design, plan and deliver workshops and act as the facilitator, working to achieve project goals.

### ***Continuous Improvement***

- Be at the forefront of emerging technologies and understand their relevance to the activities of the ROH; keep in touch with best practice as relevant to the role.
- Manage own learning and continuous professional development relevant to the role; undertake any study or qualifications as required.
- Support a culture of information sharing, collaborative working and team working.
- Contribute to a culture of innovation and continuous improvement.

### **Key Performance Indicators**

- Deliver cost control and value for money.
- Deliver projects on time and within given resources.
- Deliver high quality work to meet client needs.
- Effective change management, including the provision for training and communication plan to ensure successful implementation and adoption of the system.

## **PERSON SPECIFICATION**

### **Essential Knowledge / Skills and Experience**

#### **Qualifications**

- Current project management certification, Prince 2 practitioner, Agile Project Management or equivalent.
- A Technology, Digital, Project Management or relevant degree or equivalent level of experience.
- Professional industry membership or similar knowledge of current best practice.

#### **Technical Skills**

- Highly proficient user of project planning software such as MS Project, Aha!, Jira etc. plus proficiency across the MS Office Suite, including Excel, Word, Outlook and Office 365.
- Ability to create and deliver work plans using appropriate tools: able to work in Agile or Waterfall project environment.
- Understanding and/or hands-on experience in technologies projects.
- Strong awareness of technology trends and best practice associated with CRM and/or Ticketing systems – specific knowledge of Tessitura will be an advantage.
- Ability to provide highly credible technical leadership to development teams and to be able to evaluate complex project risks and issues accurately and objectively.

#### **Project Management**

- Knowledge of both Agile and traditional project management principles and practices and the ability to adopt them together to fit a project and business environment.
- Ability to work effectively within given resources, effective project planning skills and manage change control to prevent deviations from plans.
- Ability to maintain project documentation and develop effective materials for training and communication with stakeholders and end users.
- Ability to demonstrate effective budget management.
- Strong experience of business change management and delivering positive change.
- Pro-active in developing and implementing strategies that significantly mitigate risk through critical thinking and problem solving.
- Ability to carry out project evaluations and assessment of results.
- Strong analytical, planning, and organisational skills with an ability to manage competing demands.
- Ability to deliver high value, accurate work to given deadlines.

#### **People Skills**

- Strong stakeholder management and relationship management skills
- Proactive approach to communication
- Ability to gain trust and influence others.
- Able to manage conflict and seek resolution, demonstrating a professional and positive approach.
- Self-motivation and the ability to gain support and momentum in moving the project forward.
- Good written communication and effective presentation skills
- Collaborative approach to working with stakeholders and their teams.
- A strong teamwork ethic

### **Continuous Improvement**

- Ability to work to and support a culture of continuous improvement.
- Commitment to delivering a high-quality service and high standard of work.
- Commitment to managing own learning and continuous professional development relevant to the role.
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.

*Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

