



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: Project Manager – Season Launch (Fixed Term)

Reports to: Head of ROH Studios

Main purpose of the job

To project manage and ensure delivery of the Season Launch 2022 to the agreed timeline for the Royal Opera House's Audiences and Media department.

To manage and deliver all project documentation and manage project meetings, including monitoring and reporting on project progress, and risk controls.

To champion change and support business needs to ensure successful project delivery.

Main Responsibilities

Working to the priorities set by the Head of ROH Studios

Project Management

Project Scoping and Initiation

- Work to understand the project brief and deliverables including all resource implications for the various teams involved
- Meet with clients and stakeholders to take detailed briefs and clarify specific requirements of each deliverable within the project
- Drive forward the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility and QA, so that quality is not compromised
- Understand where changes in business processes will support project deliverables or drive greater efficiencies; provide analysis of the impact of proposed business changes as required

Project Planning and Reporting

- Prepare, review, and maintain comprehensive project documentation to monitor and track progress, including project initiation documentation, risk control documents, progress reports, project plans, change management and other documentation such as communication and training documents, as required
- Ensure the choice of project methodology fits the type of work being undertaken, applying Agile or waterfall techniques as appropriate
- Prepare agendas, organise and lead project related meetings; design, plan and deliver workshops and act as the facilitator, working to achieve project goals

- Perform risk management to minimize project risks; ensure resource availability and allocation
- Monitor project budgets, resources, dependencies and task delivery
- Regularly review and report to the Head of Creative Studios and project board on risks and progress
- Measure project performance using appropriate tools and techniques; track performance, specifically to analyse the successful completion of short and long-term goals

Change Management and Delivery

- Manage any changes to project scope, schedule and resources using appropriate tools and techniques
- Drive forward an environment where stakeholders can successfully achieve objectives, with regular communication and team focus on key deliverables
- Coordinate internal teams and third parties for the flawless execution of all projects related to Season Launch, resulting in both digital and print outputs
- Ensure that all projects are delivered on-time, within scope and within budget
- Perform other related duties as assigned

Relationship Management

- Identify all clients and stakeholders and manage these relationships effectively, with regular communication and shared information from project documentation
- Ensure all teams involved in delivery are aware of their roles, responsibilities and tasks
- Engage confidently with stakeholders and colleagues and manage expectations at each stage of the process of analysis and delivery

Continuous Improvement

- Share with stakeholders any relevant information on project management tools and know-how; keep in touch with best practice as relevant to the role
- Support a culture of information sharing, collaborative working and team working
- Manage own learning and continuous professional development relevant to the role; undertake any learning as required
- Contribute to a culture of innovation and continuous improvement

Key Performance Indicators

- Clear project documentation, effective project planning and reporting
- Delivery of all aspects of the project on time and within given resources (both time and budget)
- Delivery of high-quality work outputs to meet client needs
- Successful working relationships with all stakeholders and teams involved

PERSON SPECIFICATION

Summary

- A track record of working as a project management practitioner, with experience in different sectors and work environments
- A strong awareness of project management delivery trends and best practice

- Strong analytical, planning, and organisational skills, with an ability to manage competing demands
- The ability to drive forward the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility and QA, so that quality is not compromised
- An understanding where changes in business processes will support project deliverables or drive greater efficiencies; provide analysis of the impact of proposed business changes as required

Essential Knowledge / Skills and Experience

Project Management Best Practice

- Strong track record of working as a project management practitioner, with experience in different sectors and work environments
- Strong awareness of project management delivery trends and best practice, with access to current knowledge management tools, such as through professional membership or similar
- Current project management certification, such as Prince 2 practitioner, Agile Project Management or equivalent experience
- A Digital Project Management or relevant qualification, or equivalent experience
- Ability to create and deliver work plans using appropriate tools: able to work in Agile or Waterfall project environment
- Highly proficient user of Microsoft Project or Microsoft Project online, and MS Office suite, including Excel, Word, Outlook and Office 365

Planning and Reporting

- Strong analytical, planning, and organisational skills with an ability to manage competing demands
- Ability to deliver high value, accurate work to given deadlines
- Ability to maintain project documentation and develop effective materials for workshops and communication with all stakeholders and teams
- Ability to work effectively within given resources
- Ability to evaluate complex project risks and issues accurately and objectively
- Strong experience of delivering positive change through critical thinking and problem solving
- Pro-active in developing and implementing strategies to mitigate risk

People Skills

- Strong stakeholder management and relationship management skills
- Ability to provide highly-credible project leadership to cross-functional teams with ability to gain trust and influence others
- Able to identify issues and seek resolution, demonstrating a professional and positive approach
- Excellent verbal and written communication skills, including facilitation and presentation skills
- A strong teamwork ethic with a collaborative approach to working with stakeholders and their teams

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

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

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