



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: Technology Project Manager (Fixed Term Contract)

Reports to: Project Manager Team Lead - Technology Dept
Director - Technical, Production & Costume Dept

Main purpose of the job

Working with both Technology and Technical, Production & Costume (TPC) departments, the Project Manager is responsible and accountable for delivery of designated project work, specifically:

- i) Project management, project delivery and project implementation for the Technical Asset Management Project
- ii) Monitoring and reporting on project progress, change control and risk controls.
- iii) Championing change and interpreting business needs into a successful technology implementation.
- iv) Integrating warehouse logistics processes into existing assets management systems across TPC.

The Technical Asset Management Project is looking to transform our Warehouse logistics processes between Covent Garden, Aberdare, and Purfleet in Thurrock. This is a significant element in the management of all technical, production and costume assets across all Royal Opera House sites, supporting the production process and enabling efficiencies and compliance.

Main Responsibilities

Delivering the Technical Asset Management Project as outlined in the technology strategy. Responsibilities will include (not limited to):

Technology 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
- Introduce the best practices of project, procurement 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 and project board on project risks and progress
- 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
- Understand where changes in business processes will drive efficiencies or support revenue generating activities
- Provide analysis of the impact of proposed business changes as required
- Manage the change transformation process effectively

Relationship Management

- Able to travel to all Royal Opera House locations as required
- Develop strong working relationships with all key stakeholders and team colleagues across IT and TPC
- 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 the project on time and within given resources
- Deliver high quality work to meet client needs
- Make 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
- Professional industry membership or similar knowledge of current best practice

Technical Skills

- Highly proficient user of Jira Project Management Software, Microsoft Project or Microsoft Project online, and MS Office suite, including Excel, Word, Outlook and Office 365
- Understanding and/or hands-on experience in technologies projects
- Understanding and/or hands-on experience in barcoding & warehouse systems
- Strong understanding of Lean Processes
- Strong awareness of technology trends and best practice

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 correct 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
- Experience of business change management and delivering positive change through critical thinking and problem solving
- Pro-active in developing and implementing strategies that significantly mitigate risk
- 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

Desirable Knowledge / Skills and Experience

- Lean SIX Sigma qualified (Yellow Belt or Higher)
- Understanding and/or Experience of the Theatrical Technical Production Build Process

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