



## JOB DESCRIPTION

**Title:** Project Manager

**Reports to:** Technology Delivery Manager

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### Main purpose of the job:

Working across the RBO Group, the **Project Manager** is responsible for delivering technology-enabled change in alignment with strategic and operational priorities. The role will manage projects, whether software delivery or technology infrastructure, based on initiation through to closure, including scope definition, planning, stakeholder engagement, and transition to operational support.

The successful candidate will work closely with technology teams, business stakeholders, and delivery partners to ensure that projects are delivered to scope, time, and budget while maintaining a strong focus on governance, risk management, and user adoption.

This role requires a structured and proactive mindset, combined with a flexible approach to applying the most suitable delivery methodology (Agile, Waterfall, or Hybrid) to each initiative.

### Main Responsibilities

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

#### Project Management (*Skill Level – Practitioner*)

- Define and manage the scope, schedule, and budget of assigned projects, ensuring alignment with delivery goals.
- Prepare and maintain all project documentation, including project initiation, risk control, progress reporting, change control, and closure.
- Apply appropriate project methodologies (Agile, Waterfall, Hybrid) based on the nature of each initiative.
- Engage delivery teams and ensure that tasks, responsibilities, and dependencies are clearly communicated and tracked.

- Monitor project performance, escalate risks/issues, and maintain transparency with stakeholders and the Head of Technology Delivery.

#### **Change Management (*Skill Level – Practitioner*)**

- Champion user adoption through clear training, communications, and stakeholder engagement plans.
- Identify where business process improvements can be delivered through technology projects.
- Support successful handover of new systems to business owners, ensuring knowledge transfer, operational readiness, and ongoing support plans are in place.

#### **Relationship Management (*Skill Level – Practitioner*)**

- Build and maintain effective relationships with project sponsors, stakeholders, delivery teams, and vendors.
- Facilitate collaborative project workshops and requirements gathering sessions.
- Ensure that stakeholder expectations are managed, and that communication is maintained throughout the project lifecycle.

#### **Continuous Improvement (*Skill Level – Working*)**

- Stay current on best practice project management approaches and tools.
- Contribute to the continuous improvement of delivery standards, templates, and tools within the technology delivery function.
- Actively participate in lessons learned reviews and apply insights to future project planning and execution.

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In addition, the following KPI's are measured for these roles:

#### **Key Performance Indicators**

- Projects delivered on time, to budget, and within scope.
- High stakeholder satisfaction and successful adoption of delivered systems.
- Risk-managed project execution and effective change control.
- Accurate and timely project reporting to governance bodies.

## **PERSON SPECIFICATION**

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

#### **Qualifications**

- Current project management certification (e.g., PRINCE2 Practitioner, AgilePM, PMP, or equivalent).
- Degree in Technology, Digital, Project Management, or equivalent experience.
- Membership of a relevant professional body is desirable.

#### **Technical Skills**

- Proficient in tools such as Jira, Confluence, Lucid Chart and the Microsoft 365 suite.
- Understanding of technology delivery practices, including experience in software, systems, or infrastructure projects.
- Awareness of CRM and ticketing systems; knowledge of Tessitura is advantageous.
- Ability to assess and manage project risks, dependencies, and deliverables.

**Project Management Competencies**

- Skilled in applying structured delivery frameworks (Agile, Waterfall, or Hybrid).
- Strong planning, documentation, budgeting, and reporting capabilities.
- Confident in facilitating meetings and workshops and managing change.
- Able to balance delivery discipline with flexibility where needed.

**People Skills**

- Strong stakeholder management and communication skills.
- Collaborative, approachable, and proactive.
- Able to build trust and influence across technical and non-technical teams.
- Confident in managing conflict and resolving delivery challenges.

**Continuous Improvement**

- Committed to personal development and staying informed about project management best practices.
- Willing to adopt more sustainable, efficient ways of working.
- Contributes actively to a culture of learning and delivery excellence.

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

