

Job Description

Job Title	Technology Project Manager
Reports to (title)	Director of Enterprise Change & Transformation
Grade	E
Contract / Department	Enterprise Change & Transformation
Location	Home or Home / Surbiton (3:2)
Date	June 2022
Revision	1.0

Job Purpose

The Technology Project Manager will play a key role in delivering all Technology Change. Reporting directly into the Director of Enterprise Change & Transformation, this individual will manage and ensure the successful delivery of IT Change as per the EMCOR UK Governance Frameworks.

Responsibilities

- Manage the end-to-end lifecycle of IT Change Requests from change request initiation through to handover to BAU
- Ensure Change Requests are clear, un-ambiguous, and have ownership from the business and IT teams
- Chair IT Change Advisory Board and communicate actions and outcomes
- Prepare documentation for Business Change Advisory Board and communicate actions and outcomes
- Collaborate with the wider Enterprise Change & Transformation team in developing, maintaining and executing robust SDLC and Release processes
- Ensure changes are thoroughly tested and approved by the QA team and business requestors
- Plan and schedule release activities following QA and UAT approval
- Communicate information about deployment activities and outages to the business and key stakeholders
- Coordinate releases between development, infrastructure and operational teams
- Facilitate resolution of deployment problems with Development, Quality Assurance, and Infrastructure teams
- Manage the delivery of capability across allocated IT products as per the EMCOR UK SDLC
- Provide updates in report form where required
- Work with product owner(s) to confirm Sprint priority
- Ensure Sprint Planning completed
- Fulfil Scrum Master Role
- Chair daily stand-up meetings

Job Description

- Remove blockers
- Chair retrospectives
- Manage all IT Change, in a way that is compliant with SOX and ISO27001
- Manage all IT Change, monitoring and acting on changes to project environment, risk profiles and stakeholder appetite to ensure successful outcomes
- Support audit activity with regards to change management
- Ensure Project scope is defined
- Manage scope variation
- Ensure all IT Change activity is effectively planned, managed and delivered as per the relevant EMCOR UK governance frameworks to time, cost and quality
- Create and maintain documentation as per the relevant EMCOR UK governance frameworks
- Utilise tools recommended as per the relevant EMCOR UK project governance framework
- Track and report financial budgets, forecasts and actuals where applicable
- Ensures chargeable works are invoiced to client where appropriate or cost is allocated
- Manage Risks and Issues utilising the RAID (Risks, Assumptions, Issues, Dependencies) Log and escalating to relevant stakeholders where significant impact to Project identified
- Manage stakeholders, engaging them throughout the lifecycle of the project
- Assign project resources through agreement with resource owners and/or liaison with external 3rd parties
- Work across all required Business functions to ensure clear and successful outcomes
- Understand and ensure other team members follow the relevant EMCOR UK governance frameworks and policies
- Facilitate the delivery of solutions in line with the relevant EMCOR UK governance frameworks, and policies
- Report progress where required to stakeholders as per the relevant EMCOR UK governance frameworks
- Provide guidance on the EMCOR UK governance frameworks to the wider business (if required)
- Identify areas for process improvement within the governance frameworks and to work with the wider IT and Enterprise Change & Transformation teams to agree and implement improvements
- Maintain the Enterprise Change & Transformation documentation library, updating templates and process documentation as process iterations are agreed and implemented
- Ensure change readiness
- Facilitate transition to BAU
- Identify and document lessons

Resource Responsibilities

- Direct or indirect reports – None
- Financial responsibility – None

Job Description

Person Specification

- A passion for Technology – it's at the core of everything we do
- Strong and demonstrated ability to build lasting relationships with key stakeholders
- Confident communication skills across a broad technology and business landscape
- Highly collaborative style and able to thrive in a team
- Experience of operating a matrix structure, in fast paced organisations
- Practitioner knowledge of one or more of the following:
 - SDLC in Agile development environments
 - PRINCE2 Project Management
 - Agile Project Management
 - Change Management
- Experience of managing projects in a change function
- Personable, pro-active, professional and able to demonstrate full commitment to exceptional customer care and service
- Proficient IT skills in Word, Excel, PowerPoint and MS project
- Diplomatic ability to influence others at all levels of the business
- Able to maintain and improve the policies and procedures
- An inclusive and collaborative approach to all tasks
- Conscientious with a strong sense of self-motivation
- Proactive outcome-based approach
- Highly analytical and detail oriented with an evidence-based approach to problem solving
- Strong organisational, prioritisation and planning skills
- Attention to detail and multitasking are key to this role

Other Factors

- There is a requirement for the candidate to go through SC or DV clearance to be able to support some EMCOR UK clients
- There is a requirement, on occasions, to work outside of normal core hours to support of effective delivery of project outcomes.
- Some travel to and from EMCOR UK and customer locations may be required

Job Description

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

For HR Use Only:	
Job Grade	
EMCOR Competency Level	
Training Profile UTC	