



<b>Ref Number:</b>	<b>127/SM</b>
<b>Job title:</b>	<b>Project Manager</b>
<b>Division:</b>	<b>CS Group Operations</b>
<b>Contract:</b>	<b>Permanent (Full-Time)</b>
<b>Responsible to:</b>	<b>Head of Business Improvement</b>
<b>Responsible for:</b>	<b>N/A</b>

## The Role

Commercial Services Group has many ongoing and pipeline business change and improvement initiatives that aim to contribute to delivering Commercial Services Group's vision "to become the recognised market leader in education and public sector procurement services" and a PBIT growth over 20/21 of ~£1.4m.

Due to rapid growth and development, the Group has multiple strategic and complex; people, technology, infrastructure and commercial initiatives being executed at any one time.

As such, Commercial Services Group is recruiting an experienced Project Manager to join its talented Business Improvement Team to contribute to the successful delivery of these strategic and complex projects.

The Project Manager will also support the Business Improvement Team to achieve its aims and objectives:

- Collaborate with key stakeholders across the Group to create, embed and grow a continuous improvement framework and culture.
- Support the Group to ensure all business change and improvement initiatives are appropriately resourced and key risks identified and mitigated.
- Lead the delivery of agreed business change and improvement initiatives as directed by the Executive Management Team.
- Identify opportunities to consolidate business change and improvement initiatives.
- Support the Group in the review and analysis of implemented business change initiatives to ensure successful delivery and benefits realisation.
- Share lessons learned and act as a critical friend for future business change and improvement initiatives across the Group.
- Provide visibility and consolidated reporting of all business change / improvement initiatives across the Group.
- Coach, develop and support the Group's Project Manager community to deliver effective change projects and drive continuous improvement.

## Key Duties

The successful candidate will be responsible for:

- Managing and leading projects across the Group
- Coordinating internal resources and third parties/vendors for the flawless execution of projects
- Ensuring that all projects are delivered on-time, within scope and within budget
- Supporting with the definition of project scope and objectives, involving all relevant stakeholders
- Developing and maintaining a detailed project plan to monitor and track progress
- Managing changes to the project scope, project schedule and project costs through approved change control processes
- Managing project risks and issues and escalate to Project Sponsors as appropriate
- Managing approved project budgets
- Establish and maintain effective working relationships internally and externally [where applicable]
- Creating and maintaining comprehensive project documentation
- Providing regular highlight / status reports to Project Steering Groups / Project Sponsors and the Business Improvement Team and any other reports as required by the Group
- Support with the collaboration with key stakeholders across the Group to create, embed and grow a continuous improvement framework and culture
- Coach, develop and support the Group's Project Manager community to deliver effective change projects and drive continuous improvement

## Health, Safety & Wellbeing Considerations

This role involves undertaking duties which include the Health, Safety and wellbeing issues outlined below. Please be aware of these, when considering your suitability for the role.

There are no specific Health, Safety & Wellbeing considerations.

### **Other duties:**

**Health and Safety:** Adhere to the corporate policy on Health and Safety at work as well as taking responsibility for Health and Safety within the area of your control.

**Equality and Diversity:** Work positively in an equal opportunity and diverse environment and respect the unique contribution of every individual.

**Environmental Awareness:** To support the organisation's corporate Environment Policy by complying with relevant environmental legislation and carrying out your duties in an environmentally responsible manner.

## Internal & External Relationships

**Internal:** Business Improvement Team  
 Group Director of Operations  
 Project Manager community across CSG  
 Executive & Senior Management Teams  
 Managers/representatives from CSG Joint Ventures/LLPs  
 CSG Support Services (Finance, HR and IT)

**External:** Third party providers  
 Kent Holdco and sister companies  
 Key customers/users

**Person Specification**

The Person Specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Please be aware that your application will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in your application which back-up any assertions you make in relation to each criterion.

<b>*Criterion to be assessed via:</b>			
<b>A</b>	<b>= application form</b>		
<b>I</b>	<b>= interview questions</b>		
<b>T</b>	<b>= test or presentation at interview</b>		

<b>Qualifications / Training</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed via*</b>
Project Management qualification	✓		<b>A, I</b>
Six Sigma qualification		✓	<b>A, I</b>
Educated to UK Level 5 and above [or equivalent]	✓		<b>A</b>

<b>Experience / Knowledge</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed via*</b>
Proven working experience in project management and able to demonstrate the ability to manage and deliver multiple projects successfully	✓		<b>A, I</b>
Proven working experience in successfully delivering technology change projects, preferably within an agile environment		✓	<b>A, I</b>

Experience of writing Business Cases, including investment Business Cases	✓		A, I
Experience of coordinating and managing internal and external resources (proven matrix management capability)	✓		A, I
Experience of working with senior managers in a complex group organisation	✓		A, I
Strong knowledge of project management processes and techniques	✓		A, I
Experience of managing project budgets	✓		A, I
Experience of producing Highlight / Status Reports to senior management	✓		A, I
Strong working knowledge of MS Office	✓		A, I
Broad, practical understanding of a private-sector and public sector trading business	✓		A, I

<b>Skills / Abilities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed via*</b>
Excellent written and verbal communication skills – able to engage with various audiences to explain technical and professional matters in a way that is clear and fully understood by all	✓		A, I
Strong presentation and facilitation skills	✓		A, I
Excellent stakeholder management / change management skills	✓		A, I
Flexible approach, able to respond to change priorities in a fast paced environment	✓		A, I
Self-motivated and organised	✓		A, I
Ability to use initiative and able to work under pressure to solve problems	✓		A, I
Able to learn new technologies quickly		✓	A, I

Additional Attributes	Essential	Desirable	Assessed via*
Good attention to detail ("Right first time" attitude)	✓		A, I
Understands that perception is often as important as reality	✓		I
Excellent problem solver with a can do attitude	✓		A, I
Highly motivated, enthusiastic and an excellent communicator	✓		A, I
Strong and creative problem solving skills and proven ability to work flexibly under pressure to meet deadlines	✓		A, I

### Code of conduct

We expect our employees to act professionally at all times both internally in the way we treat our colleagues and business partners and externally in the image we project to our customers and suppliers.

#### We expect all our team members to :

- ✓ **Be Caring** – about their colleagues, their customers and our business
- ✓ **Make a Difference** – For tomorrow, do the right thing on a difficult day
- ✓ **Be Empowered** – to give your best every day, be accountable, challenge in the pursuit of improvement
- ✓ **Be Creative** – lead the way, be curious and passionate, have the freedom to thrive

<b>Job Holder's Signature:</b>		<b>Date:</b>
<b>Print Name:</b>		
<b>Line Manager's Signature:</b>		<b>Date:</b>
<b>Print Name:</b>		