



Ref Number:	
Job title:	Project Manager
Division:	KCS
Contract:	Permanent (Full-Time)
Responsible to:	Portfolio & Projects Manager
Responsible for:	N/A

The Role

Commercial Services Group (CSG) is one of the largest providers of public sector and education procurement services globally, with revenues of over £350m, 600 staff and five trading divisions: Resources, Energy, Recruitment, Facilities Services, and International Services.

Wholly owned by Kent County Council, CSG supports over 15,000 customers in 86 countries and collaborates with a supply chain of c1,000 suppliers.

The Resources Division of Commercial Services, trading as KCS, with an annual turnover of £25M, is the largest supplier of education resources to schools in the south east and has embarked on further territorial expansion as part of its growth plans for the future

KCS holds a clear vision “to be recognised as the global leader in British educational procurement services” and has a very clear and comprehensive transformation strategy to achieve this vision.

At the heart of this transformation strategy is a wide portfolio of projects that are being executed at any one time, many of which have a technology focus.

As such, the Resources Division is recruiting an experienced Project Manager to contribute to the successful delivery of KCS’ transformation projects. **The role will sit within the Purchasing, Projects and NPD Team, but will have access to the wider CSG project manager community for additional support for mentoring and coaching opportunities.**

Key Duties

The successful candidate will be responsible for:

- Managing and leading projects across KCS
- 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 the Business Improvement Team and Portfolio & Projects Manager to to, embed and grow a continuous improvement framework and culture within the Resources Division
- Coach, develop and support colleagues 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: Portfolio & Projects Manager
KCS Projects Team
Resources Division Senior Management Team
CES Senior Management Team
CSG Business Improvement Team

Project Manager community across CSG
Executive & Senior Management Teams

CSG Support Services (Finance,IT and People, Culture & Comms)

External: Third party providers
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.

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

Qualifications / Training	Essential	Desirable	Assessed via*
Project Management qualification	✓		A, I
Six Sigma qualification		✓	A, I
Educated to UK Level 3 and above [or equivalent]	✓		A
Educated to UK Level 6 and above [or equivalent]		✓	A

Experience / Knowledge	Essential	Desirable	Assessed via*
Proven working experience in project management and able to demonstrate the ability to manage and deliver multiple projects successfully	✓		A, I
Experience and knowledge of change management principles, methodologies and tools	✓		A, I
Proven working experience in successfully delivering technology change projects, preferably within an agile environment		✓	A, I
Understands the broad technology and digital landscape	✓		A, I

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

Skills / Abilities	Essential	Desirable	Assessed via*
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 skills	✓		A, I
Ability to influence and coordinate external resources outside your immediate control	✓		A, I
Flexible and agile mindset – able to thrive in a fast-paced environment	✓		A, I
Self-motivated to continuously learn, improve knowledge and skills and drive change	✓		A, I
Innovative – ability to approach things differently with positive intent	✓		A, I

Numerate and confident at using and interpreting data	✓		A, I
Able to learn new technologies quickly		✓	A, I

Additional Attributes	Essential	Desirable	Assessed via*
Good attention to detail (“Right first time” attitude) – thrives on dotting the I’s and crossing the T’s	✓		A, I
Understands that perception is often as important as reality	✓		I
Self-starter – proactively seeks opportunities to make improvements	✓		I
Constructively challenging	✓		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

Job Holder’s Signature:		Date:
Print Name:		
Line Manager’s Signature:		Date:
Print Name:		