

Technology Project Manager - Job Description & Person Specification

Sense single salary point:	£52,446
Location:	STBP
Responsible to:	Head of Technology Solutions
Responsible for:	Matrix management of project resources

About Sense

For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential. Our experts offer support that's tailored to the individual needs of each person, whether that's at our centres, through our holidays and short breaks, or in people's own homes. In addition to practical support, we also provide information to families, and campaign for the rights of people with complex disabilities to take part in life.



About the Sense Data, Insight and Technology team

This is an exciting time for data and technology at Sense. We are embarking on a technology and data driven transformation to use data to make better, faster decisions, to use technology systems drive efficiency and automation, and create a place where simple, intuitive technology frees up our people to do what they do best – be themselves.

It's a bold vision, and to achieve it, the Data and Technology team is central to the design, delivery, and rationalisation of our technology solutions, to meet the aspirations of our people.

Our vision for Data and Technology, from the Sense Data and Systems Strategy¹ is that it will be:

- **User centred** – easy to use, intuitive, easy to find and available to all who need to use it.
- **Accessible for all**, leading the way in meeting all accessibility needs.
- **Consistent** in tools and approach across all departments and directorates.
- **Reliable** – available, secure, trustworthy and transparent.
- **Continuously improved** – bugs repaired; new functionality delivered on an iterative basis; systems selected with rolling development programmes¹
- **Integrated and automated** – with a preference for machine-to-machine interfaces for data transfers.
- **Compliant with legislation** and supportive of our statutory and legal obligations

Our technology is based on MicroSoft platforms, and we are making a major investment in a new Dynamics-based CRM system, with more application evolution planned in the next few years.

¹ Sense will procure systems that are being developed by their vendor, and adopt cloud delivered solutions where possible, taking advantages of evergreen principles inherent in these solutions.



About the role

Objectives

This role is focused on the successful delivery and adoption of technical solutions and services across Sense. This role will focus on delivering our Digital Social Care Records system as the first of many projects, which will be focused on delivering Software-as-a-Service solutions to replace legacy applications and improve organisational efficiency. This role is responsible for delivering new technology solutions and major upgrades to existing services. Success in this role includes user adoption of technology solutions across the organisation to deliver the organisational benefits of these new solutions.

On a day-to-day basis this involves working with business teams and our suppliers to deliver a portfolio of changes from concept to delivery. This role is predominantly focused on the application tier, however it will be essential to work across the internal technology and data teams, and new and existing suppliers to ensure data and systems integration for a seamless user experience.

The role will matrix manage a variety of people as required for each project, and will be responsible for bringing these people together, leading the project delivery teams. The project manager will manage project reporting and governance, working closely with the project board members and project sponsor. The incumbent will be expected to contribute to the Sense project management approach, helping to develop the PMO function and processes and mentoring individuals across the organisation.

Key responsibilities

- Manage projects from concept to delivery, using a variety of project delivery methodologies and techniques.
- Manage project governance and reporting for allocated projects
- Delivery of new technology solutions and services, and major upgrades to existing systems, working with internal and external data and tech teams



- Manage Implementation of new solutions and systems, including user adoption, business process change, testing, training and communications.
- Supply chain management
 - Supplier selection and procurement
 - Manage delivery of projects through suppliers
- Manage transition to business-as-usual activities, complying with change control and release management processes and ensuring appropriate documentation and handover are delivered as part of the project.
- Deliver projects to agreed time, cost and quality, managing project budgets and resources efficiently
- Maximise the benefits achieved from technology investment, ensuring appropriate benefits measurements and monitoring are implemented.

Person specification

- PRINCE2 practitioner, Agile qualification or other equivalent'. Membership of a Professional body – e.g. APM, BCS, etc
- Strong and pragmatic Project Delivery, including use of agile and waterfall approaches.
- Problem solving ability and a proactive approach to proposing and evaluating solutions.
- Stakeholder engagement skills and the ability to work with teams of varying technical abilities.
- Analytical and logical mindset, with ability to analyse problems and develop solutions.
- Proactive and collaborative approach to managing risks and issues and developing project plans.
- A champion for the user, committed to making the user experience inclusive and as straightforward as possible



Knowledge and Experience

- Good knowledge of technology platforms including cloud-based solutions and Software-as-a-Service products.
- Experience of working in a charity or social care environment desirable, particularly experience with Digital Social Care Records systems and Dynamics CRM solutions.
- Supplier management skills and experience of managing procurements.
- Experience of delivering projects requiring data and technology integration.
- Experience of delivering technology solutions through suppliers, including defining requirements, evaluating and selecting solutions and managing delivery and acceptance from a technical perspective.
- Evidence of own continuing professional development.
- Knowledge of Project and Programme Management tools and techniques, for example Agile (any variant) and PRINCE2
- Experience of Stakeholder management and managing change across a large and diverse organisation.
- A demonstrable commitment to enabling an inclusive and diverse workforce to reflect our community.
- A commitment to people with complex communication and Sense's vision and values; a willingness to learn how to communicate with people with complex communication and identify the barriers to their participation in all aspects of Sense's work.

Skills

- SFIA 8 Project management (PRMG) level 5
- SFIA 8 Benefits management (BENM) level 5
- SFIA Sourcing (SORC) level 4
- High standard of literacy and numeracy.
- High level of IT literacy including experience of using project management tools and systems.



Personal circumstances

- Some national travel may be required for project and supplier management activities.

Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities, is isolated, left out, or unable to fulfil their potential.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

Other information

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act.

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