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| Role Title: Senior Project Manager | | Date: November 2024 |  |
| Role Code: D | | Business Unit: Technology Change |  |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Function Purpose**:  Working within the Technology Delivery team, the role is directly responsible for the day-to-day management and execution of large projects, programmes of work or a combination of small to mid-sized projects in parallel.  Reporting into the Head of Technology Delivery, the Senior Project Manager is part of the Technology Delivery SLT and, alongside delivery of large projects and programmes, this role also needs to provide guidance and support to the wider team to aid their development.  To manage project stakeholders including Project sponsor, Project SMEs, Corporate Customers and third party IT and/or Business suppliers including onboarding of new suppliers.  To manage projects in line with the defined Stage Gate Process and management of project finances and spend against baseline budget  To deliver change to enable benefits realisation  To contribute to the development of the Technology Delivery team’s capability to deliver change  **Role Dimension (Financial/Non financial):**  **Financial**  Manage Project/Programme budgets against agreed budget including managing internal cross charges  Forecasting and estimating Project/Programme costs  Work with Finance Business Partner  **Non financial**  Support the overall team to deliver the change roadmap and long term strategy  **Team Management**  Would normally manage 1 or more direct reports. Providing line management duties and supporting the colleague(s) to achieve their full potential.  **Reports to:**  Head of Technology Delivery  **Relationships:**   * Peer Group and Leaders within RAC CPTO Division * Colleagues from other RAC Divisions * IT and/or Business third party suppliers * Corporate Customers * Solution Architects * Business Analysts * System Config Manager & Consultants * IT Service Management * DoFs/Execs/Business Leads of Consumer Roadside, Business Roadside, Operations, Marketing, HR, Insurance * Digital Agile Delivery Managers, Digital Product Managers, Digital Product Owners, Digital Developers & Digital BA’s * Pricing, Forecasting & Scheduling, Finance, Training, Quality Assurance, Billings & Collections and Sales Admin team * Risk & Regulatory & Corporate Legal * Service Delivery, Customer Care & Corporate Partnership teams * Test team   **Committees/Forum Membership:**   * Change Board * Project Steering Groups * Project working group meetings * Project Approval Board * Project Delivery Review * Exec meetings | Role is responsible for:   * Delivering large, high profile, business critical projects and programmes with a significant level of Technical complexity/risk * Size of budget – up to £2m * Managing multiple 3rd party suppliers, Corporate Customers and internal stakeholders * Line management of direct reports   Key responsibilities for the role include:   * Day-to-day management and execution of a wide range of Transformation & Change projects or programmes * Follow the defined Stage Gate Process * Stakeholder management at a senior level including Execs, Project Sponsor, Project SMEs, Finance Business Partner, Corporate customers and external third party suppliers * Identification, analysis and management of risks, issues and dependencies through the definition and implementation of appropriate management strategies and action plans * Management of project/Programme finances and spend against baseline budget * Management of third party suppliers including onboarding new suppliers * Strong relationship management and networking abilities * Ability to manage multiple projects or programmes concurrently and work at pace * Ability to define the right project delivery approach and right level of governance within the boundaries of the stage gate process * To lead programme activities, potentially including the activities of less experienced Project Managers working in the Programme, with a greater autonomy and requiring a lower level of day to day supervision * Management of Service Introduction * Provide coaching, mentoring and support to develop the wider team and line management of direct project manager reports   They will ensure that the following is in place:   * Project governance – follow the defined Stage Gate Process including Gating, weekly project reporting, management of project finances and spend against baseline budget and management of Service Introduction * Manage third party suppliers, Corporate Customers and internal teams | **Skills/Knowledge /Experience**   * Demonstrable ability to manage complex/strategically critical programmes * A proven track record of being able to deliver company level transformation * Project Management Accreditation (e.g. PRINCE2, APM, Agile) * Proven experience working with an Agile development methodology and Software Development Lifecycle * Proven experience in supplier management * Proven experience of managing project finances and spend * Excellent planning and presentation skills * Strong leadership and interpersonal skills * Experience of developing colleagues and maximising their performance * Strong relationship management skills and an engaging capability for working in collaboration with internal and external teams   **Personal Attributes:**  - Strong communicator and influencer  - Ability to work under own initiative  - Good team player  - Organised  - Positive ‘can do’ attitude  - Ability to manage multiple tasks in parallel  - Able to manage and get the best out of people  - Enthusiastic, dedicated & driven to succeed  - Pragmatic | **Capabilities/Strengths:**  **Core competencies:**  Achievement Drive 4  Building Relationships 4  Developing Self & Others 4  Interpersonal and influencing skills 4  Judgment & Decision Making 4  Leadership 4  Leading Change 4  Team working 4  Need to exhibit behaviours consistent with RAC core values:  Handling it together  Exceptional Service  Raise the bar  Own it  **Technical skills**   * Ability to manage large, complex, high profile Transformation & Change projects or programmes which have a significant level of Technical complexity/risk * Ability to manage budget and project costs * Ability to manage third party suppliers and Corporate Customers |