

Role and person profile

Post title:	Project Manager	Location:	Guildford/Manchester
Division:	Operations Group	Department:	Programmes
Reports to:	Head of Strategic Projects/ Head of Change - Technology	Responsible for:	Project teams
Scale:	7	Permanent/FTC/Temp:	Permanent and FTC
Post no:	3459, 3939		

Section 1 – Accountabilities

Main role purpose:

Responsible for the successful delivery of Operations Transition activities for the Nexus Programme. Delivering exceptional service to ensure that the Nexus Programme meets time, cost and quality requirements.

See strategy if required <http://thehub.aqa.org.uk/About/2020-strategy>

Key result areas:	Outcomes:
Customer (external or internal) Being trusted and reliable in assessment design and delivery	Ensures that programme outputs and outcomes are clearly articulated and that progress to their achievement is effectively managed.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Cash (finances) Ensuring sound financial management and a robust asset base	Ensures Operations Transition planning meets time, cost and quality requirements.
Product and internal processes Delivering quality products and outcomes – as recognised by the customer	Lead on and deliver key processes and products, to include stakeholder risk, benefits and communications management
	Produces core project components, such as business cases, project plans, PIDs, etc to facilitate understanding and decision making; and develop supporting products as required.
	Ensures AQA is safe and legally compliant by applying AQA’s policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS and GDPR.
	Working with the AQA technical teams and Avanade, ensure appropriate levels of management reporting and escalations into the Nexus Management Team.

People and culture Ensuring we have great people achieving their potential	Coaches and motivates the programme teams, delivering support, driving best practice, developing skills and ensuring learnings are captured.
	Produces high levels of performance from direct reports and teams by modelling leadership behaviours with confidence and providing clarity, challenge, feedback, coaching and development in line with business objectives.
	Matrix manage the Operations team to ensure that the programme activities are resourced to the agreed plan, and support any adjustments to that plan as required.
	Influence and design business change activities, including communications and engagement, from an Operations perspective.
Technology Delivering demonstrably secure, reliable, agile and cost-effective systems	Support the effective planning of the Nexus programme lifecycle through Transition to BAU to ensure a successful adoption of the system within Operations.
	Manage the completion of the functional design work-stream of the programme collaboratively with Avanade, ensuring all requirements are captured and fed into the development team.
	Manage the Change requests and gaps in functionality, prioritising, escalating and ensuring Operations resource is available as required.
	Manage the defect resolution process alongside Avanade and AQA technical teams, ensuring appropriate prioritisation of defects, and availability of Operations resource. Work with Operations colleagues and other stakeholders to identify and document effective process work-arounds where technical resolutions are unavailable or impractical.
	Manage the process of ensuring that Non-Functional Requirements are reviewed and signed off by the appropriate Operations teams.

Section 2 – Key relationships and performance

Key internal relationships:

- Nexus Management Team
- Nexus Programmes team (including the ‘Nexus Ninjas’)
- Operations Leadership Team
- Business Solutions Group

Key external relationships:

- Avanade (Nexus technical supplier)

Key performance indicators:

- Planning and delivery of key Nexus milestones, in accordance with Programme Plan

Section 3 – Person profile

Knowledge	Assessment
A broad knowledge of the education system and AQA's activities	I
An excellent understanding of project methodologies.	A/I/P
A broad knowledge of process improvement methodologies.	A/I/P
A broad understanding of business change methods	A/I/P
Qualification	
Educated to degree level or extensive experience in a similar role	A
Prince2 accredited or similar relevant qualification is desirable.	A
Skills	
Demonstrate effective use different project management methodologies	A/I
Ability to resolve problems and adapt to change.	A/I/P
Ability to work effectively across all levels of the organisation	I/P
Analytical skills at different levels of abstraction, problem solving, and the ability to frame communications at the appropriate level to the audience.	A/I/P
Able to identify and articulate project milestones	I/P
Regularly displays courage and calmness under pressure	I/P
Ability to translate a vision into achievable goals and provide clear direction to achieve organisational objectives.	I/P
Ability to lead by example to develop and maintain effective working relationships with a range of partners and stakeholders.	I/P
Behaviours	
Communication	I/P
Flexibility	I/P
Customer focused	I/P
Personal contribution	I/P
Continuous excellence	I/P
Experience	
Demonstrable experience of leading projects to a successful conclusion	A/I
Experience of successfully developing teams to achieve business and personal goals.	A/I
Experience of building, managing, and adapting complex resource plans	A/I
Experience of delivering business and cultural change in a technology-orientated programme	A/I
Assessment key (criteria to be assessed at the selection stage) A – application (it is essential to provide evidence on application for shortlisting purposes) I - interview T – test (or work sample) P – probation	