



Role Profile – Head of Project Delivery

Since our inception, the Dataspire team have always been passionate about education, almost as much as we're crazy about IT. Our focus has been simple: to work in partnership with schools of all sizes in creating dependable and high-performing IT environments which ensure staff have total confidence in using ICT to deliver outstanding learning environments for their students.

Key Contact Information

COMPANY DETAILS

Dataspire, Lowry Mill, Lees Street,
Manchester M27 6DB

INSERT KEY CONTACT

Head of Finance
Gary.lowe@dataspire.co.uk
0845 603 1233

INSERT SUPPORTING CONTACT

80

full-time staff

250+

successful major projects
delivered into schools
since we started

96%

of issues resolved
within our SLA

Lots

of times we have gone
above and beyond
for our clients



100%

of our business from
education sector

60K

IT issues logged into our
service desk in the
last 12 months

95%

Contract Retention Rate



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Main Duties

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability and allocation
- Develop a detailed project plan to track progress
- Use appropriate verification techniques to manage changes in project scope, schedule and costs
- Measure project performance using appropriate systems, tools and techniques
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Perform risk management to minimise project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation
- Manage and develop the Project & Transition Manager and Project Management Analysts accordingly
- Support and communicate Dataspire goals to customers at every opportunity and manifest Dataspire's Mission Statement, values, ethics and guiding principles in everything you do and communicate internally and to customers.
- Support, encourage and drive improvements in every aspect of your role Project delivery, by taking a proactive and supportive approach in line with the Dataspire's key principle "One Team – Stronger Together".

Role Detail

1.1 Project Delivery

- Ensure all existing customer projects are kicked off, resourced, managed effectively and underway with any delays managed, mitigated or resolved including full status reporting and escalation where appropriate to aid development and betterment
- Ensure all Project Management templated documents are rationalised and being used with process conformity/exception reporting in place and managed but also that the Project Delivery lifecycle is appropriate for scale and being adhered to across the board from a programme management level
- Ensure communication streams are set up, templated and managed (both internally and externally) which also includes feedback from customer following delivery
- Ensure full visibility for the Sales team (and others) of all in flight projects that allows for two way dialogue etc (be it a new system/intranet page/sharepoint etc)
- Ensure reporting is established and managed at a programme level to provide full and accessible reporting at appropriate levels for leadership, Service Delivery and the management team
- Understand and ensure that Project Management & delivery best practice is established, agreed on and managed by exception control with full visibility across Dataspire, well on the way to maturing with a solid focus on improvement/betterment and help to grow the betterment culture of improvements in your area
- Fully manage your projects to successful handover and facilitate solutions to any issues encountered as part of your standard delivery including lessons learned reporting following project delivery and plans to implement improvements to delivery going forward
- Facilitate solutions to process gaps and establish those new processes via successful organisational change management protocol

1.2 One Team

- To assist across Dataspire where and when required following a call to arms.
- To suggest improvements that might benefit other areas within Dataspire, based on your experience of best practises deployed elsewhere.

1.3 Documentation

- To produce, maintain, facilitate and coordinate production of documentation to the rest of IT Support and Service Desk underpinning and where necessary establishing process.
- To produce, maintain, facilitate and coordinate production of documentation to support first line fixes.
- To produce, maintain, facilitate and coordinate production of documentation to support onboarding of new customers.

1.4 Values, Ethics & Behaviours

- To support Dataspire goals, values, ethics and Dataspire guiding principles (Focus on Value, Start where you are, Progress iteratively with feedback, Collaborate and promote visibility, Think and work holistically, Keep it simple and practical, Optimise and automate) in your own approach
- To support, encourage and drive improvements across Dataspire (People, Processes, Partners and Products) by taking a proactive and supportive approach in line with the Dataspire key principle “One Team – Stronger Together”.
- Encourage, promote and be a champion of the core values of Dataspire encapsulated in our mission: “To be the most customer-conscious ICT company that continuously enhances the efficiency, productivity and impact of our customers, by providing and supporting world-class solutions and technical talent, and building the path to a better, sustainable future”



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www.dataspire.co.uk



Crown
Commercial
Service
Supplier