Role Profile – Project Manager

Dataspire

Creating ICT confidence for schools

Key Contact Information

COMPANY DETAILS	Dataspire, Lowry Mill, Lees Street, Manchester M27 6DB
KEY CONTACT	Head of Project Delivery pmo@dataspire.co.uk 0845 603 1233
SUPPORTING CONTACT	Operations Director

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

CHAS PREMIUM PLUS · CYBER ESSENTIALS · Constructionline Gold Member · bsi. ISO 9001:2015 Quality Management · Crown Commercial Service Supplier

Role Profile – Project Manager

Main Duties

As a project manager you must:

- Be able to initiate, manage and deliver multiple successful projects of differing complexities at the same time.
- Work collaboratively with the right people to facilitate the best solutions to meet the project requirements.
- Manage and communicate effectively with both internal and external stakeholders at all levels to keep them all updated and involved.
- Manage and resolve project risks and issues as they arise to minimise any impact on project delivery.
- Have the skills and experience to manage project budgets to get the best results for the investment and for our customers.
- Use your skills and experience to improve project delivery at Dataspire, continually improving processes, practises and templates and coaching more junior staff.

Role Detail

1.1 Project Delivery

- To deliver allocated projects, both internal and external, within the agreed time, cost and quality parameters using best practise project management techniques.
- Produce the project plan and schedule to deliver the agreed requirements and agree these with all stakeholders.
- Produce and agree the financial plan for the project including:
- Capital spends for hardware and software.
- Resource spends for internal and external implementation resources.
- Resource spends for project management and support.
- Ensure that all spend items are captured.
- Manage all resources assigned to the project team to ensure they know and understand their responsibilities and deliver them.
- Monitor progress against the delivery and financial plans to identify and resolve issues that may impact the success of the project, escalating those that cannot be resolved within the project in a timely manner.
- Manage project risks effectively and in line with Dataspire's risk management process to minimise any potential for impact to your projects.
- Support, influence and, where required, manage Dataspire level risks around general project delivery and related areas.
- Produce accurate project status reports as per the Project Delivery reporting cycle.
- Lead the virtual project team by example, facilitating a collaborative environment for success.

1.2 Communications

- Work with the Commercial and Service Delivery account teams to support initial discussions with customers to explain the project delivery options available.
- Communicate with all project stakeholders, both internal and external, to create and maintain an engaged virtual project team, making use of the SRM channel where appropriate.
- Assist with general Dataspire communications initiatives where required.

1.3 Project Delivery Improvements

- To continuously identify opportunities to improve the way that projects are delivered at Dataspire, for example, gaps in processes and templates that could be filled, introduction of new techniques and methods, etc.
- To coach and mentor junior team members enabling their development into more rounded project managers and PMO analysts.

1.4 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.

1.5 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.

1.6 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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