Job Title: IT Project Manager

Service/Division: Business Services Unit (Operations)

Reporting to: Director of Finance and Operations

Direct reports: None

Location: Hammersmith

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.

Job Summary

Advance is going through an exciting and vital digital transformation due to the growth of the organisation. As we plan for the future, we need to ensure our IT infrastructure streamlines operational processes and effectively responds to the needs of the business and the individuals we support.

Reporting to the Director of Finance & Operations, the IT Project Manager will lead the scoping, researching, sourcing, design develop and implementation of several new systems relating to CRM, Case Management, Finance and HR.

The IT project manager will support the Director of Finance & Operations in managing the relationship with the IT Support contract and in renewing the IASME (Information Assurance for Small and Medium Enterprises) accreditation.

Key Responsibilities and Duties

Key responsibilities and duties include but are not limited to:

• Project manage the introduction of new systems; research, design and manage the processes and services, by providing planning, control and quality assurance.

• Manage internal resources and coordinate / involve / liaise with third parties/vendors and external consultants and contractors (as needed) for all project executions, delivered on-time, within scope and within budget

• Ensure that technical documentation is maintained, and that appropriate levels of quality assurance are applied to its development.

• Be able to foresee potential risks and issues in the IT infrastructure, establish a process, facilitate discussion and manage escalations.

• Support the Director of Finance & Operations in managing the relationship with the IT Support contract and provide IT support when necessary by following instructions from the IT support desk.

• For every project, develop detailed project plans to monitor and track progress / project performance using appropriate tools and techniques, with appropriate plans for stakeholder management, risk mitigation and communications

• Manage changes to the project scope, project schedule and project costs using appropriate verification techniques

• Create and maintain comprehensive project documentation for knowledge management
• Implement best practices in Project management

• Support the director of Finance and Operations in renewing the IASME (Information Assurance for Small and Medium Enterprises) accreditation.

This includes:
    o Designing and creating the necessary policies and procedures to achieve a GOLD status.
    o Assessment / Gap analysis, risk assessment and mitigations
    o Assistance on ISMS implementations
    o Undertake necessary Internal Periodic Internal Audits
    o Undertake Information Security Awareness Initiatives and necessary training to staff
    o Periodic Risk Assessment to ensure compliance and relevance of the accreditation

• Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.

• Participate in supervision, training and meetings as required

• Deliver an excellent service to internal stakeholders with clear service level agreements and deliverables that align the organisational annual plans and strategic priorities.

General Information

Performance and Quality: Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

Policies and procedure: Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

Equality and diversity: Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

Confidentiality: The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager. *This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post*

PERSON SPECIFICATION:

E= Essential and D = Desirable

KNOWLEDGE AND QUALIFICATIONS	
A bachelor's degree in a relevant discipline or equivalent professional experience.	E
PMP, PRINCE2, Agile or other industry standard Programme or Project Management qualification	E
Good knowledge of Microsoft Server technologies, 365 admin level experience across Teams, SharePoint, OneDrive, Exchange Online etc. Your experience will include supporting network devices and concepts, printers, softphones and other business hardware and software.	E
EXPERIENCE	
Experience in IT change management with significant experience of overseeing implementation projects, allowing you to hit the ground running.	E
Significant experience of delivering major business critical projects including the desired benefits and outcome to time, cost and quality, including the management and maintenance of standard project controls and documents	E
Previous experience of building credible relationships and influencing senior management & leadership teams	E
Demonstrable history of working within the third sector	D
Technical Skills	
Excellent understanding of computer systems, security and databases to allow you to ensure an excellent and reliable IT service is provided to all staff on and off site.	E
Strong Project, Stakeholder & Programme management skills	E
An analytical and proactive decision maker, with the ability to communicate with a range of key internal and external stakeholders at all levels	E
Good organisational, written and oral communication skills	E
Good research and planning skills	E
GENERAL SKILLS AND ATTRIBUTES	
Can work independently, is pro-active, driven to improve processes and ways of working and has good stakeholder management skills and experience.	E
Good organisational skills including attention to detail and multi-tasking skills	E

Ability to use initiative	E
Strong interpersonal and communication skills.	E
Flexible and ready to take on a wide range of tasks	E
Ability to remain calm under pressure and able to adapt to change quickly	E
Committed to Advance's charity ethos and key values which are listen and support, Empower, Innovate, Collaborate, Quality and Accountability	E

Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.