



Anna Freud

Job Profile

Job title	IT Project Manager
Reporting to	Head of IT
Employer	Anna Freud
Salary	£50,500 FTE per annum, plus 6% contributory pension scheme
Location	Hybrid (a mixture of home/onsite working): staff are working onsite for at least 20% of their working hours, either at our London site (4-8 Rodney Street, London N1 9JH) or our Northern Hub (Huckletree, The Express Building, 9 Great Ancoats Street, Manchester M4 5AD).
Working hours	Full-time 35 hours per week; usual working hours are Monday to Friday, 09:00-17:00. Flexible working is possible.
Holidays	27 days plus Bank Holidays FTE
Term of contract	Permanent

About Anna Freud

We are a world-leading mental health charity for children, young people and their families. Our purpose is to take everything that we have learned over the last 70 years, and to transform the mental health of current and future generations of children and young people, to close the gap between mental illness and mental wellness - and to create a more compassionate society for everyone. Our vision is a world where all children and young people are supported effectively to enable them to develop their emotional and mental health, build on their strengths and achieve their goals in life. Our mission is to close the gap in wellbeing and mental health by advancing, translating, delivering, and sharing the best science and practice with everyone who impacts the lives of children, young people and their families.

Purpose and overview of the role

The IT project manager is a crucial post to support us in delivering transformative digital projects as part of our ambitious strategic plan: Closing the Gap.

The post-holder will join the IT department in our Central Support Team and work closely with our Programme Manager for our strategy implementation. They will be responsible ensuring delivery of key systems projects. There will be a large focus on delivery of CRM improvements and implementation of new systems.

This role will support Anna Freud to:

- Expand CRM take up to all departments.
- Implement new CRM functionality and improvements.
- Deliver new systems to support the digital transformation.

Main responsibilities of the role

- To plan and initiate projects.
- To manage delivery of IT systems related projects.
- To monitor project performance.
- To ensure that projects are delivered on time, to budget, to the agreed quality standards.
- To oversee business analysis to identify how systems will meet the organisation's future needs.
- To manage key supplier relationships to ensure the best performance from delivery partners.
- To produce project reports both in the regular reporting cycle and when exceptions occur.
- To manage risk. This includes logging all risk, identifying mitigation strategies, and escalating as appropriate.
- To effectively chair project meetings as needed.
- To co-ordinate project changes.
- To effectively close projects. This includes producing end project reports, lessons learned reports, and documenting project benefit realisation.
- To support a culture of continuous learning and development - regularly identifying lessons learnt and codifying best practice over time.

All employee responsibilities:

- To maintain an awareness of and actively follow and promote Anna Freud's policies, including Equal Opportunities, Health and Safety, Safeguarding and Information Governance;
- To complete all Anna Freud mandatory training, including but not limited to Safeguarding, Health and Safety, Equality and Diversity and Information Governance, within the required timescales;

- The welfare of the children, young people and vulnerable adults who come into contact with our services either directly or indirectly is paramount and all staff have a responsibility to ensure that best practice is followed, including compliance with statutory requirements.

To be noted

This is not an exhaustive list of tasks; the employee will be asked to undertake other ad hoc tasks relevant with the scope and purpose of this role. This job description reflects the present requirements of the role, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post-holder.

Person Specification

Before starting your application, please read the below in full to understand the requirements of this role. The key criteria which will help us to assess candidates are listed below. There is guidance to highlight at which stage the criteria will be assessed. **Please ensure all criteria listed to be assessed at application stage are evidenced in your supporting statement.**

Criteria	Assessment Method (Application/Interview/Task)
Qualification/training, experience and/or knowledge	
Experience in project managing system implementation and development projects as part of a digital transformation.	Application/Interview/Task
Experience assessing "As-Is" and "To-Be" processes to map to strategic goals.	Application/Interview/Task
Experience in managing supplier's delivery to ensure project success.	Application/Interview/Task
Knowledge of how to clearly report on project progress, with multiple competing deadlines and priorities.	Application/Interview/Task
Skills and/or abilities	
Skilled in managing all project stakeholders.	Application/Interview/Task
Ability to plan and manage project budgets.	Application/Interview/Task
Skilled in managing and monitoring risk.	Application/Interview/Task
Excellent communication skills especially with senior stakeholder.	Application/Interview/Task

During the interview(s), candidates will be asked at least one question regarding our values, and one question regarding equity, diversity and inclusion (EDI). We expect everyone to actively demonstrate our values and inclusive behaviours in all areas of their work. **Our values and EDI statement can be viewed [here](#).**

Equal opportunity

We ask our people to share their diversity dimensions with us as it helps us to identify, tackle and prevent any bias appearing across the employee lifecycle at Anna Freud. Monitoring this information allows us to understand how well our efforts to improve diversity, equity and inclusion are working. Your responses will be held securely by our HR team in accordance with our privacy policy and will not be seen by recruiting managers or the interview panel at any stage of recruitment, therefore your responses will not form part of our selection process.

Further support

We want to ensure all candidates can access and apply for our vacancies equitably, if you require any additional assistance to apply or would like to find out more about the role, please contact us on recruitment@annafreud.org. We aim to provide reasonable adjustments where operationally possible for the work that we do.

Post-interview

If successful after interviewing, you will be notified verbally with a job offer and pre-employment checks will be initiated.