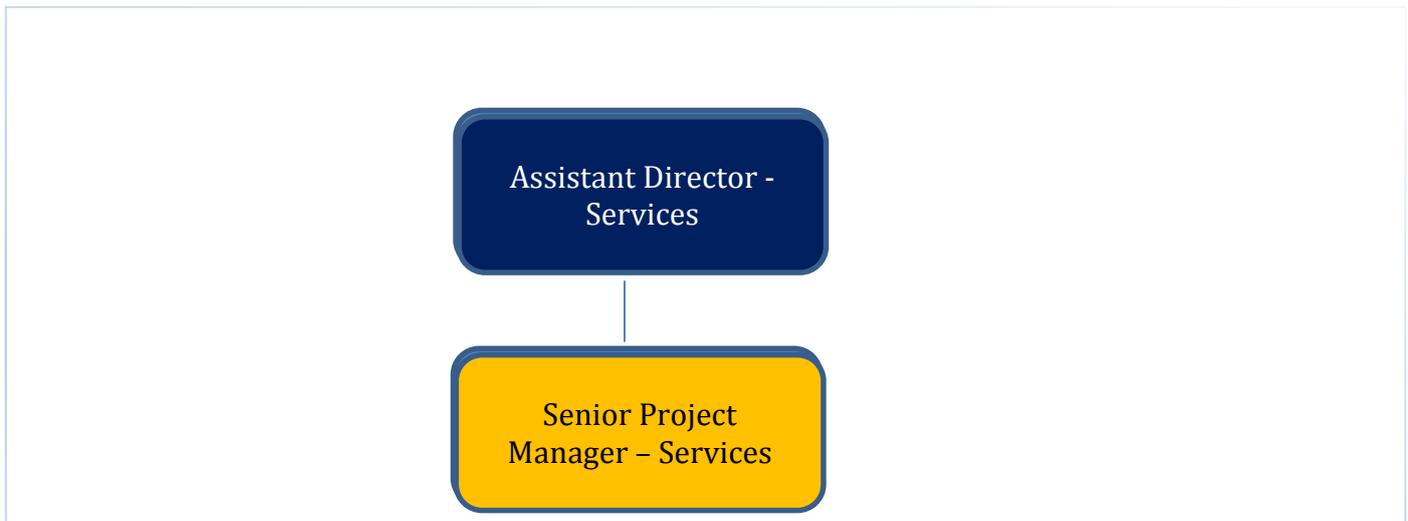


Job Title – Senior Project Manager – Services

DIRECTORATE:	Operations
TEAM:	Services
REPORTING TO:	Assistant Director - Services
CONTRACT:	Fixed Term March 2020

0



WORKING RELATIONSHIPS:

Inside Diabetes UK
Operations Senior Management Team and Senior Managers across Diabetes UK

OVERALL PURPOSE OF THE JOB

To support the Assistant Director – Services with reporting, analysis, strategic planning and cross directorate working.

MAIN DUTIES AND RESPONSIBILITIES:

- This is a critical role in the management of the Directorate, working closely with the Senior Management Team. Driving better impact for people living with diabetes through raising the performance of our work by taking leadership on performance data, impact measurement, analysis, keeping abreast of operational involvement in cross-organisational work and supporting teams with their financial and business planning.
- The post-holder will provide business support by acting as a source of help and support to team members on cross-directorate matters and reporting as specified below.
- The post-holder will also take the lead on critical projects as needed, especially within Services.

PERSON SPECIFICATION:

The best person for this job will have the following skills:

- You are an experienced professional keen to advance your career in a challenging and demanding environment where the application of your skills, knowledge and expertise will make a lasting difference.
- You will have the ability to build positive relationships and demonstrate highly developed written and verbal communication skills.
- You should have the ability to work with teams in a variety of geographies being cognisant of local context and the impact on proposed business plans.
- With experience of business management, planning and budgets you should have an understanding of management assurance, risk management and governance. You should be adaptable to changing priorities with the ability to meet deadlines.
- You should have excellent IT skills with the ability to analyse, assimilate and present complex information in various formats.

The best person for this job will have the following experience and qualifications:

- Educated to degree or equivalent qualification, or ability to demonstrate appropriate operational experience, you should have a good understanding of business administration in a management role.
- Experience of managing, developing and reviewing processes across an organisation
- Experience of building and maintaining key relationships
- Experience of providing guidance to staff on processes and or/systems
- Experience of successful management of diverse pieces of work [project and programmes] across different, busy teams, and managing competing priorities
- Experience of the financial oversight of programmes of work and an understanding of budget management
- Experience of setting up, and making continuous improvements to, efficient operational systems and processes and communicating these effectively.
- Experience of managing change and supporting teams through change process.

The best person for this job will be:

- The ability to bring highly-developed interpersonal and relationship-building skills, and work co-operatively, openly, collaboratively and effectively with a wide range of internal colleagues and external partners
- The ability to create data dashboards, graphs and visualisations
- The ability to initiate conversations and gather intelligence; to seek issues proactively and engage actively in their resolution
- The ability to communicate effectively, including excellent oral and written skills and computer literacy

- Excellent organisational, operational and forward planning skills with a creative approach to problem solving and able to think through the implications of different options
- Strong multi-tasking skills and the ability to maintain high standards while working under pressure and to deadlines, adapting as necessary
- The ability to demonstrate a high level of personal drive, energy and commitment for continuous improvement across the organisation
- The ability to work effectively and confidently on own initiative
- The ability to be comfortable with ambiguity and uncertainty
- A commitment to diversity and equal opportunities in employment and service delivery
- A commitment to our values and policies in keeping safe, legal and healthy