Job Profile **Digital Systems Project Manager**

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| Reporting to | Head of Improvement and Impact | Job Level: |
| Service Area | Improvement and Impact Team, People and Programmes Department | Level 4 - Manager/Clinical Supervisor/ Senior Specialist |
| Location | Hove, East Sussex with ability to travel to other YMCA DLG locations across Sussex and Surrey |
| Contract | Two-year fixed term contract / 37 hours per week  |

Where you fit

# Job purpose

We will be embarking upon an exciting organisation-wide digital transformation project 2025 to improve and upgrade the key operating systems we use to support our range of services for children, young people and families, as well as maximising our use of the MS Office 365 environment. This role will be a key figure in the successful delivery of our transformation plans and to have a direct positive benefit on the children and young people we support. The postholder will oversee the development and delivery of improved systems; supporting us to define our processes, improve our data quality and ultimately delivering and deploying upgrades which will improve the quality and impact of our work. They will also oversee a programme of digital learning for staff, to improve their confidence and capabilities.

# About us

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

* Housing provision and sustaining accommodation
* Specialist information, advice and support
* Emotional wellbeing and mental health.

We are a member of the YMCA Federation of England & Wales and are guided by their vision of *‘transforming communities, so all young people can belong, contribute & thrive’.* This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation. Our values - *we welcome all, we inspire, we support, and we speak out* - guide us in all our actions.

# Responsibilities

**Project management**

1. Lead and manage the systems upgrade, from preparation to deployment and embedding into operational use, in line with our approved digital roadmap.
2. Steer projects to success through appropriate decision making.
3. Develop and manage detailed project plans using our own and other appropriate project management methodology.
4. Ensure that project delivery and communication plans are inclusive of the wider organisation and service contexts.
5. Manage project timelines, budgets, resources, scope and risks; taking appropriate action as needed
6. Communicate effectively with project team members and project stakeholders as needed, liaising with project sponsors and reporting to the project steering group regularly, ensuring project governance requirements are met.
7. Conduct quality reviews to ensure processes and system developments meet our acceptance criteria
8. Monitor project performance against relevant metrics and milestones.
9. Provide project insight and development to system developers to ensure new systems meet our needs and will deliver project benefits.
10. Work with the Head of Improvement and Impact and the Data and Performance Lead, and other internal stakeholders, to map relevant business processes that integrate with new systems, deliver our data requirements and ensure best practice.
11. Manage external stakeholders including digital system partners/suppliers and Trident, our IT service provider, to support effective delivery of the upgrades.
12. Work with our L&D team to roll out a programme of digital learning for staff and volunteers
13. Create and maintain all relevant project documentation and risk registers.

**General**

1. Work to our vision, mission and values
2. Line Manage the data and performance Lead (with a dotted line to the Head of Improvement and Impact)
3. Be committed to continuing professional development and utilise Reflective Practice Supervision as part of leading psychologically informed practice.
4. Understand data protection and confidentiality and work with relevant controls
5. Comply with our policies and guidelines on safeguarding, health & safety, data protection and equity, diversity and inclusion, attend mandatory training, and abide by our Code of Conduct
6. Carry out any other appropriate duties as directed by the manager to support and promote our work in accordance with the post holder’s capabilities
7. Willingness to travel across Sussex and Surrey to visit YMCA DLG projects and services

# Person Specification

## Knowledge and experience

* Experience of delivering system implementation projects as part of digital transformation
* Knowledge of appropriate project management frameworks (agile, waterfall) to set project scope, meet key milestones and budget constraints
* Experience of managing supplier delivery to ensure project success
* Experience of successfully managing internal and external stakeholders
* Understanding of, and commitment to, equality, diversity and inclusion and experience of relating these core values and principles to develop and improve services
* Experience of identifying and managing project risks
* Understanding of customer CRM platforms, digital improvement
* Experience in managing complex and strategic projects
* Experience in performance and team management

## Skills and abilities

* Highly effective communicator with ability to convey complex information in an accessible way
* Ability to plan whole project lifecycle and be ‘hands on’ when needed
* A team player who can work with others to deliver a service and challenge colleagues appropriately where required
* Excellent knowledge of MS Office 365 (Power BI, SharePoint, OneDrive and Teams) and advanced ability to use MS Office to summarise and graphically represent data
* Ability to work under pressure, multi-tasking and dealing with competing priorities and delivering results to tight deadlines

**Qualifications and training**

* Project management qualification **(desirable)** or substantial experience of delivering digital systems projects

# Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in the profile

Name: Date: Signed: