What does a Project Manager do?

- Agree with the customer the scope, deliverables and acceptance criteria for projects.
- Obtain stakeholder buy in to project plans and programmes of change.
- Plan and schedule project timelines and milestones using appropriate tools.
- Develop and maintain the project plans and associated project documentation.
- Work with resource managers, other functional departments and 3rd parties to identify and schedule project resources.
- Engage and manage the technical resources to deliver the constituent elements (e.g. resources from teams such as: Architecture, Safety, Security, Networks, Desktop & Mobile, Server Technologies, Test & Reference, Quality, Assurance, Packaging, Release & Deployment, Support) within the framework of the project.
- Supervise, direct and motivate resources assigned or involved in project deliveries in a organisational management structure to ensure quality and consistency.
- Agree roles and responsibilities for the project including the formation of an appropriate project governance structure with agreed technical, quality and communications strategies with the Project Board.
- Estimate and track project costs so as to complete implementations within acceptable budget and time tolerances.
- Prepare Project, Stage and, if necessary Exceptions Plans in conjunction with the Project Teams, and agree them with the Project Sponsor and the Programme Management Office.
- Effectively and regularly communicate with internal and external project stakeholders.
- Manage expectations with both the customer and company stakeholders.
- Delegate tasks and responsibilities to appropriate personnel, and manage them to satisfactory completion.
- Manage data, information and documentation through appropriate configuration management and data management processes and techniques.
- Where appropriate, manage the vendor and product assessment process and external Partners/Suppliers/Service Management through the project delivery.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Ensure project acceptance criteria and invoicing milestones are understood and agreed by the customer throughout project life cycle.
- Proactively manage changes in project scope, identify and address issues, impacts and devise contingency plans via a structured change control process.
- Identify and manage project risks, assumptions, issues, dependencies, deliverables and milestones along a critical path, as well as resolve conflicts and identify opportunities.
- Ensure smooth transitions to business as usual at project completion.
- Manage all financial aspects of the projects including customer invoicing.
- Maintain an accurate 12 month invoice forecast across project portfolio, and take responsibility for overall progress, reporting (Project Board and Programme Office through Status Reports and Stage Assessments) and use of resources, and initiate corrective actions where necessary.
- Develop and maintain strong customer relationships through regular communication, on and off site.
- Document and communicate post implementation reports and project lessons within subsequent project stages to support a culture of constant learning/improvement and the development of the organisational environment.
- Assist in helping to update and improve the corporate Quality Management System (QMS).
- Complete understanding of the role of the Project Management Office (PMO) and the required internal reporting and status updates, escalations and working practices that the project team need to comply with.
- Support the auditing and assurance team during all investigations.

What does a Senior Project Manager do?

- Work on cross-functional projects with broad impact and a wide variety of stakeholders, and have enhanced stakeholder management skills at all levels across the business.
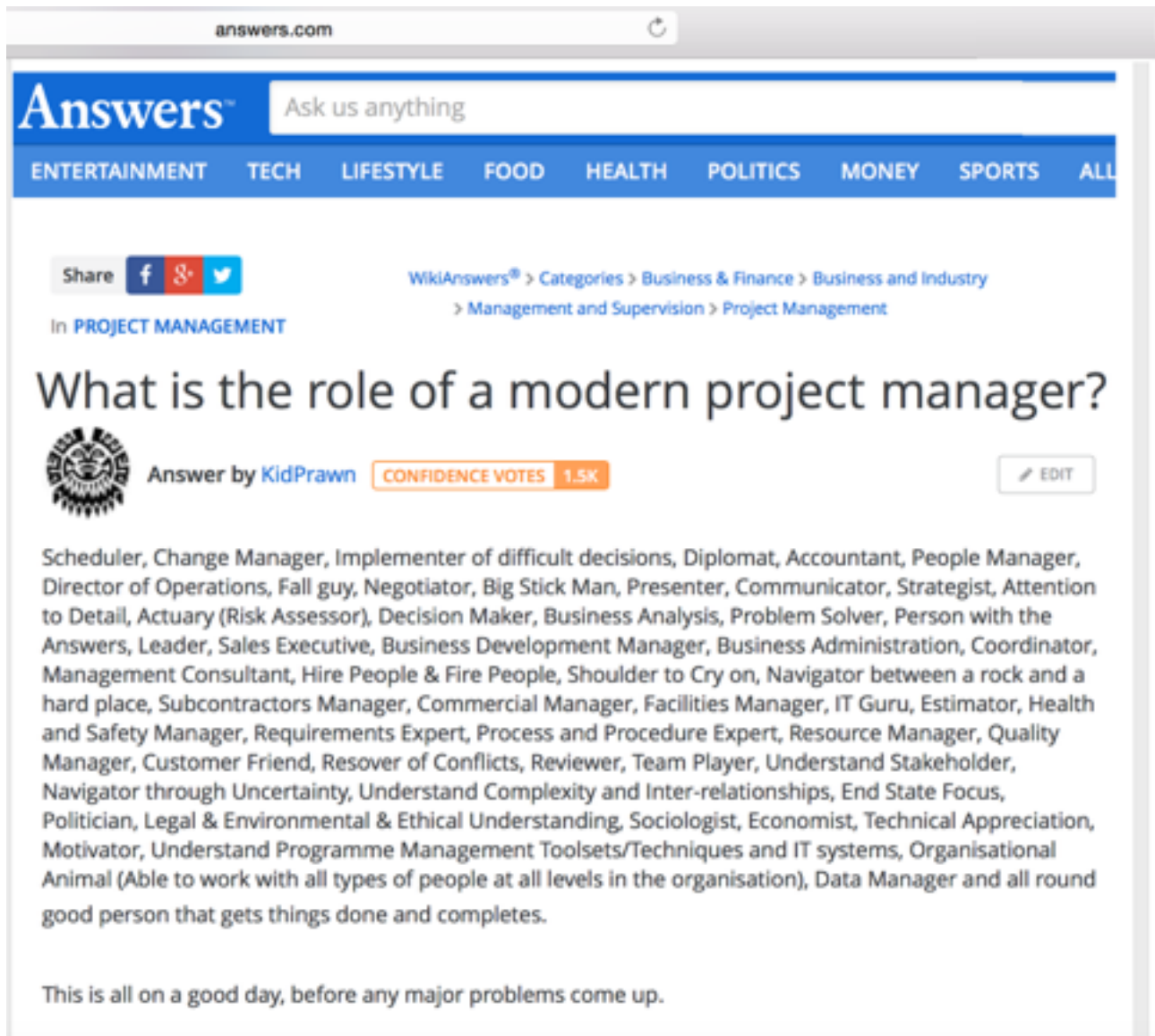
- Demonstrable project management expertise with experience of having delivered projects through a full project lifecycle.
- Experience in implementing or rolling out change / new functionality for the relevant systems, linked with Key Performance Indicators (KPIs) and Critical Success Factors (CSFs).
- Excellent project management and communication skills and be able to speak candidly with business leaders about project status, risks and implications of decisions that are not timely, have wider business impacts or will have knock-on effects.
- Act in the capacity of gathering business intelligence to pass the data to the Customer Relationship management Process/Toolsets to help the organisation understand the wider business environment.
- Manage the delivery of multiple small projects and service requests to the relevant business functions applying an appropriate service delivery framework rather than a full project lifecycle.
- Take line management responsibilities for one or more of the Junior Project Managers within the team including; objective setting; performance management; pastoral reviews; guidance and support; specific coaching.
- Coach one or more of the Junior Project Managers within the team around areas of best practice.
- Involvement in one or more lean, improvement or business case development activities in parallel with running the project.

What personal skills will you need?

- Thorough understanding and experience with internal processes (e.g. ISO 9001) and other relevant sector ISO Standards.
- Experienced in of managing hardware, software, infrastructure or other related product/ service projects in the relevant sector in a commercial or public sector environment.
- Excellent written and oral communications skills and strong interpersonal skills that can be executed credibly to inspire confidence in you and the delivery of the project.
- Ability to understand and clarify customer requirements, and effectively communicate between technical and non-technical personnel.
- Strong commercial and financial awareness.
- Flexibility; can alter plans to react to shifting priorities, demands and timelines.
- Experience of working with Project Methodologies such as PRINCE2® or similar and experience of customising methodologies to meet needs.
- Strong familiarity with IT and project management software, such as Microsoft Project, Microsoft Excel and Microsoft PowerPoint (or the equivalents and related technologies).
- Experience of working both independently and in a team-oriented, collaborative environment.
- Highly organised with an ability to manage time and execute tasks effectively within in a fast-moving high-pressure environment.
- Ability to read communication styles of customers and other team members and contractors who come from a broad spectrum of disciplines.
- Persuasive, encouraging, and motivating, driven and enthusiastic with a 'can-do' attitude to get the job done in a practical and pragmatic fashion whilst working collaboratively with others.
- Ability to elicit cooperation from a wide variety of sources, including senior management, clients, and other departments.
- Ability to resolve conflicts and address objections from internal and external customers, senior stakeholders and wider project teams in order to deliver the best value from our people and solutions.
- A strong problem solver with a pragmatic and tenacious attitude to seek out resolutions.
- Ability to negotiate and reach compromise to ensure project completion.
- Desire to deliver a good quality output and to keep the internal customers informed and satisfied.
- Ability to learn, understand, and apply new technologies, processes and techniques.
- Able to travel across the region/Country including the occasional overnight stays.

What qualifications will you need?

- An industry recognised project management qualification, ideally Prince 2 or APM Practitioner.
- A practical proven knowledge of methodologies or qualifications in Change, Requirements, ITIL, Lean, Six Sigma and other problem solving techniques.
- Educated to degree level in a business related subject or equivalent experience in a business or IT environment.

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In **PROJECT MANAGEMENT**

What is the role of a modern project manager?

Answer by **KidPrawn**   CONFIDENCE VOTES   1.5K   ✎ EDIT

Scheduler, Change Manager, Implementer of difficult decisions, Diplomat, Accountant, People Manager, Director of Operations, Fall guy, Negotiator, Big Stick Man, Presenter, Communicator, Strategist, Attention to Detail, Actuary (Risk Assessor), Decision Maker, Business Analysis, Problem Solver, Person with the Answers, Leader, Sales Executive, Business Development Manager, Business Administration, Coordinator, Management Consultant, Hire People & Fire People, Shoulder to Cry on, Navigator between a rock and a hard place, Subcontractors Manager, Commercial Manager, Facilities Manager, IT Guru, Estimator, Health and Safety Manager, Requirements Expert, Process and Procedure Expert, Resource Manager, Quality Manager, Customer Friend, Resover of Conflicts, Reviewer, Team Player, Understand Stakeholder, Navigator through Uncertainty, Understand Complexity and Inter-relationships, End State Focus, Politician, Legal & Environmental & Ethical Understanding, Sociologist, Economist, Technical Appreciation, Motivator, Understand Programme Management Toolsets/Techniques and IT systems, Organisational Animal (Able to work with all types of people at all levels in the organisation), Data Manager and all round good person that gets things done and completes.

This is all on a good day, before any major problems come up.