



IMPACT

Head of Project Management

The small print...





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Are you looking for an exciting and diverse role in Project Management?

This is a really exciting opportunity to lead our Project Management team, overseeing and driving client project work to ensure they are delivered to excellent standards.

The role has a number of core focuses:

Core focus one – Management of team

- Manage and support the Project Managers and Coordinators in the recruitment, development, onboarding, and general management of the team.
- Lead & support the operational delivery function both virtually and face to face to ensure we deliver a diverse range of quality solutions at pace.
- Provide direction and guidance to the team, seeking to streamline processes.
- Manage and oversee the allocation of work, administration, and logistics of solutions as part of the Client Service Team.
- Proactively help coordinate the end-to-end implementation of programmes and solutions throughout the project lifecycle.
- Act as the escalation point for challenges that arise for the Project Manager or Coordinator from CST or Client conversations.
- Manage housekeeping of team. Holiday requests. Sick/doctors/appointments etc.
- Contribute to the team as an active Project Manager on strategic client work (approx. 20% of time).

Core focus two – Development of the PM Team

- Seek out and create opportunities for those within the Project Management function to develop personal skills and knowledge, including training and development.
- Identify, develop and share best practice project management processes, tools and templates and benchmarks against the industry standard.
- Ensure performance management, pastoral care, and development of each Project Manager, including 1:1s inc. wellbeing check-ins, coaching and mentoring

Core focus three – Strategic Opportunities

- Be an active member of the UK Leadership Team, including contributing perspectives to strategic and operational discussions and decisions.
- Accountable for operational excellence of the Project Manager team, including, delivery, customer service, quality, and profitability.
- Support the development of detailed plans and forecasts and provide assurance around the programme and project reporting.
- Engage a range of colleagues collaboratively to deliver desired delivery outcomes at a pace.
- Liaise with the Global Functional Lead in support of global alignment and strategic initiatives
- Work alongside operational delivery functions to streamline and simplify complex processes whilst ensuring the key information and assurance requirements are retained to facilitate effective and timely decision-making.
- Be innovative at developing new processes and documentation to facilitate management decision-making and assurance whilst ensuring effective management of spend controls and project delivery standards.



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Here's some stuff we'd like you to be brilliant at:

- Previous line management experience
- High-level competence in project management skills
- Robust, meticulous & professional planning
- Evidence of tenacity and ability to achieve challenging performance goals, manage complex projects and work to tight deadlines under pressure
- Good initiative and ability to deal with ambiguity – asking the right questions, anticipating needs and being resourceful
- Creative and high-quality production of documents
- Excellent written and verbal communication skills – you will be liaising with internal and external stakeholders.
- Flexible and comfortable with ongoing change and development of the role as it continues to evolve in the digital space
- A passion for people development and for Impact's innovative approaches
- Team player – relationships are at the heart of how we work globally

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Here's some stuff we're brilliant at:

- The money part – salary is negotiable and competitive (depending on experience). Profit share, bonus scheme and pension scheme are all in there too.
- We're a great place to work® – it's official!
- Wellbeing – health insurance is included in your package
- Inspiring and developing – we have a tailored induction process and lots of opportunities (internally as part of the impact academy or externally) to learn, develop and progress in your career
- Celebrating successes – no matter how great or small
- Caring for each other – we always have each other's backs
- Finding opportunities to support our local communities around the world
- Adventure and fun – where else would you celebrate the biggest mistake of the year with a trophy and an awards ceremony?!

Would you like to join our team?

We'd love to hear from you if you like the sound of us
and you think we'll like the sound of you!

Apply via our website

