

JOB TITLE

Technical Project Manager

REPORTS TO

Operations Manager

DIRECT REPORTS

None

JOB PURPOSE

Reporting into the Operations Manager, you will support the running of the Project Management Office, and be responsible for the effective delivery of the various technical projects and programmes in order to support our strategic initiatives, including the project to manage the deployment of the next ITSO Specification version across the UK.

Working alongside technical delivery leads you will have responsibility for the agreed deliverables and financial compliance within budgeted spend.

This is a technical, hands-on project role that ideally requires knowledge and understanding of ITSO, the ITSO Specification and more widely used skill sets including those used against target cloud providers.

The ideal candidate for this role will be enthusiastic, meticulous and flexible with experience of Technical/IT/software projects, Agile project management approach, risk and issue management.

Highly cohesive engagement skills with internal and external stakeholders are vital to ensure successful implementation. You will work with internal teams, member organisations, 3rd parties and suppliers to ensure successful implementation of projects through various engagement channels, that support the ITSO vision: "Making mobility seamless."

RESPONSIBILITIES

- Provide high level, agile style leadership to all parties of the project team
- High level coordination of projects in line with ITSO PMO approach
- Ensuring effective and timely communication and provision of information to business sponsor and stakeholders not actively engaged in the project
- Collaborating with the the Technical/Solution team to create and agree delivery plan
- Monitor phased progress against the Delivery Plan; revising appropriately to meet changing needs and requirements
- Managing risks and escalation as they arise
- Providing help and guidance to technical/solution team as appropriate
- Working alongside technical delivery teams both internal and external, support our environments to aid delivery
- Attend daily stand ups to ensure oversight of all project activity

- Manage day-to-day operational aspects of the project(s) reporting the project's planning, budget and finances.
- Ensures project documents are complete, current, and stored appropriately (including for engagement reviews and quality assurance procedures).
- Maintaining project reports, communications in line with PMO approach.
- Submits project status reports to stakeholders; reviews plans; anticipates and reacts to change.
- Works closely with relevant stakeholders/members and internal staff to ensure effective and efficient implementation of the project(s).
- Provide technical expertise, and act as an ambassador with our external stakeholders.
- Lead technical and business requirement workshops to understand the needs of our customers

This job description is not exhaustive and other duties which are not shown here but commensurate with the post may be required from time to time. It will also be used as a basis for the determination of objectives and performance.

ENTRY REQUIREMENTS

- Related technology field or 2-4 years of industry-related project management experience working as part of a technical delivery team.

SKILLS, KNOWLEDGE AND EXPERIENCE – ESSENTIAL

- Experience in supporting multiple projects.
- Agile Project Management Practitioner qualification or other project framework/environment.
- Experience providing regular updates, reporting progress, budget vs actuals.
- Good communication skills, verbal and written.
- Excellent engagement with technical teams.
- Experience of technical investigation and problem solving.
- Excellent stakeholder engagement skills and ability to build relationships to gather information and achieve results, as well as gain buy-in from key stakeholders.
- Possess strong project management, communications, negotiation and influencing skills.
- Be able to demonstrate high credibility, discretion, and integrity in order that you can work effectively with ITSO stakeholders at all levels of seniority.
- Have an analytical and creative approach to problem solving.
- Be able to absorb new technical, commercial and business concepts quickly, and work with them.
- Able to prioritise workload and act on own initiative.
- An ability to work to tight deadlines.
- Flexible and proactive approach.
- Ability to retain a positive and professional attitude under pressure.

SKILLS, KNOWLEDGE AND EXPERIENCE – DESIRABLE

- Experience of working within Public Transport/Ticketing or Retail Sector(s)
- Experience of the ITSO Specification and its implementation
- Willingness to broaden experience and develop new skills through self-development

- Cloud infrastructure

LIAISON/CONTACTS

ITSO membership; 3rd party suppliers; suppliers to the industry