

Roles and responsibilities

Identity

Position title	Project Manager
Person	
Date	July 2017
Line Manager title	Business Systems Manager
Line Manager name	Jordan Thompson
Grade	7

Purpose

(the 'why' of the position, within which limits and according to what objectives)

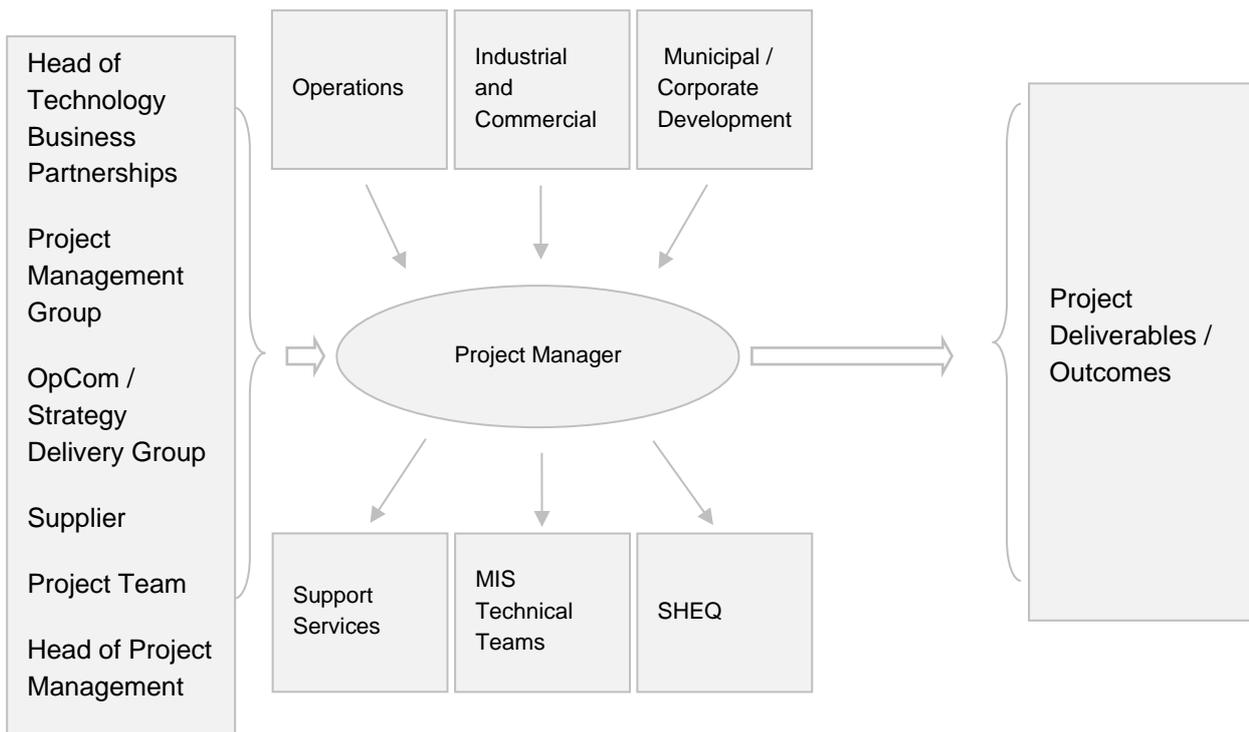
Why	<p>The role of the Project Manager is to:</p> <ul style="list-style-type: none"> – support Business Leads in creating initial project proposals for review/approval by the Project Management Group / Business Systems Manager and Head of Technology and Business Partnerships – matrix manage diverse project teams, including personnel from all SUEZ divisions, contractors and suppliers, to ensure effective delivery and implementation of multiple concurrent and/or complex programmes and projects within SUEZ recycling and recovery UK. – ensure that programmes and projects are delivered effectively from a business perspective using agreed SUEZ delivery approaches and the Project Lifecycle. – identify and apply 'best-practices' in terms of the skills, experience, tools and techniques required to effectively define and manage the delivery and implementation of programmes and projects within the agreed scope, time, cost and quality. – adhere to the approval and prioritisation processes for programmes and projects across SUEZ recycling and recovery UK. – contribute to the development and continuous improvement of SUEZ recycling and recovery UK's programme and project governance and delivery approaches.
Within	<p>The scope of the role is to work with stakeholders to develop and deliver multiple/complex projects that align with the strategic direction of the company.</p> <p>Individual project cost typically ranging from circa £100k-£5m, overall project management of up to 3 projects simultaneously, depending on size and complexity.</p>

According to	The objective is to establish a culture of project management within the company which continuously enhances value through improved cost, quality and delivery on all projects which are within the remit of the Project Management function.
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Dimensions

Financial		Non-financial	
Revenue	Per project	Employees	Indirect matrix management – team size varies
Capex	Per project	H&S responsibility	Yes – Project
Operating profit		Communication	Yes – Project
EBITDA ex central overhead		Training and development	Yes – Project

Key stakeholder interaction network



Ideal candidate experience

Project Management

Advanced project/programme/portfolio management skills and experience.

Formal accreditation in project management (PMP/APMP/Prince2/P30) or equivalent.

Significant experience working in a project delivery environment with a proven track record of successfully transitioning business requirements into viable, fit for purpose solutions which are developed and implemented within the organisation to deliver the required business outcomes and benefits.

Experience of working with senior stakeholders to determine objectives/outcomes, business benefits, priorities, resource requirements and budget estimates for projects.

Able to demonstrate the management of a range of projects or change programmes “end to end” with a track record of successfully delivering multiple concurrent and/or complex projects to time, cost, quality and scope.

Project estimating and planning (resources, schedules, costs), budgeting, forecasting and budgetary management and control.

Self-managing, with flexibility to adjust working style to fit with differing projects and teams.

Ability to build and manage relationships, work and communicate effectively at all levels with internal stakeholders, third party suppliers, and external customers (where appropriate).

Ability to manage and motivate virtual or matrix project teams, including personnel from all SUEZ divisions, providing coaching, mentoring, support and guidance as appropriate.

Track record of juggling different projects/priorities and deliver high quality outcomes under pressure.

Capability to track lessons learnt activities to feed into on-going improvements for delivery of future projects.

Strong understanding of health and safety culture.

Area one: Managing Programme / Project Delivery

Details	Delivery measure
<p>Work with senior stakeholders to define the objectives, capabilities and benefits to be delivered by the project and ensure that these align to the organisation’s strategy and priorities.</p> <p>Identify and engage key stakeholders, both internally and externally, to determine and agree a solution for the project that will deliver the desired outcomes for the business.</p> <p>Define and agree governance arrangements for projects, including escalation paths, and ensure project-related decisions are made in a timely and controlled manner.</p> <p>Take full responsibility for the day to day management and successful completion of projects within the agreed time, cost, quality and scope.</p> <p>Responsible for all project deliverables, outcomes and processes, including:</p> <ul style="list-style-type: none"> – scoping and analysis of customer requirements; – translation of customer requirements into a viable, fit for purpose solution; – estimating to produce proposals and project schedules and plans; – task allocation and project management; – software development – business change management: impact assessment, planning and delivery across all areas – i.e. people, process and technology – implementation and handover to support <p>Own the development and sign-off of all documentation required to effectively deliver the project – e.g. Project Brief, Project Initiation Document, Business Case, Solution Design, Test Strategy, Implementation Plan, Benefits Realisation Plans.</p> <p>Manage the entire project budget, ensuring accurate forecasting and tracking actual project costs, including internal resource and external supplier costs.</p>	<p>Line manager performance assessment including:</p> <ul style="list-style-type: none"> - hard targets (e.g. objective KPIs); and - soft targets (e.g. Strategy Delivery Group and general feedback on performance)

	<p>Ensure that allocated programmes and projects are delivered from a business perspective using 'best-practice' and by ensuring the project management principles, policies and processes are applied.</p> <p>Identify and manage complex business problems and ensure these are satisfactorily resolved utilising creative thinking and problem solving techniques.</p> <p>Identify, assess and manage risks or opportunities that may impact the project, ensuring that opportunities are maximised and mitigation strategies and actions are in place where risks may lead to having an adverse impact on the project</p> <p>Provide ongoing assurance to the project governance boards that projects are on track to deliver their targets/objectives and make recommendations should action be needed to support or make changes in projects where confidence in delivery is low.</p> <p>Manage the day to day relationship with third party suppliers engaged on the project.</p> <p>Ensure business benefits are identified, documented and regularly reviewed to ensure the project remains viable.</p> <p>Ensure appropriate controls are in place to provide true visibility and predictability of project progress and performance.</p>
In order to	Maximise the effectiveness of project management and delivery

Area two: Best Practice Implementation

Details	Delivery measure
<p>Support the OpCom (SUEZ recycling and recovery UK Optimisation Committee) and project sponsors with determining and establishing project definitions and parameters and ensure the appropriate project management techniques are applied.</p> <p>Ensure all projects are planned using the appropriate tools in order to forecast and build contingency plans to protect critical milestones.</p> <p>Establish methods and procedures for accurately defining and measuring the outcomes of projects.</p> <p>Continuously evaluate time, cost, quality and scope as primary project constraints, ensuring rapid feedback, continuous adaptation and quality assurance best practices are built in to the project team's schedules, to ensure quality output and proven processes.</p>	<p>Line manager performance assessment including:</p> <ul style="list-style-type: none"> - hard targets (e.g. objective KPIs); and - soft targets (e.g. Strategy Delivery Group and general feedback on performance)

<p>Ensure the project meets all audit requirements, e.g. time recording version control, project documentation, commercials, etc.</p> <p>Protect the interests of SUEZ recycling and recovery UK through understanding contractual terms and conditions of sale for each project.</p> <p>Understand the commercial obligations of SUEZ recycling and recovery UK within contracts and ensure legal commitments to delivery are adhered to.</p>	
In order to	Optimise operational/departmental performance and efficiency

Area three: Communication

Details	Delivery measure
<p>Actively plan, manage, monitor and communicate progress on all allocated projects.</p> <p>Through effective communication, support project stakeholders by creating explicit guidelines for accomplishing results.</p> <p>Create ethical behavioural expectations for project team members by living by these standards.</p> <p>Promote an environment where teamwork, collaboration, open communication, continuous improvement and excellent customer service are maintained.</p> <p>Develop project communication plans and ensure audience-specific communications are produced and shared during the lifecycle of the project.</p>	<p>Line manager performance assessment including:</p> <ul style="list-style-type: none"> - hard targets (e.g. objective KPIs); and - soft targets (e.g. Strategy Delivery Group and general feedback on performance)
In order to	Ensure effective communication with all stakeholders and project team members

Area four: Customer

Details	Delivery measure
<p>Implement a framework to ensure there is strong and dynamic communication at all levels within the business.</p> <p>Support project sponsors and department managers in creating initial customer project proposals for review.</p>	<p>Line manager performance assessment including:</p> <ul style="list-style-type: none"> - hard targets (e.g. objective KPIs); and

<p>Facilitate and influence efficient collaboration and coordination between relevant SUEZ recycling and recovery UK departments in delivering customer project improvements.</p> <p>Develop and maintain effective relationships with external suppliers of products and services.</p> <p>Ensure solutions identified and implemented deliver the desired outcomes from an internal and external customer perspective.</p>	<p>- soft targets (e.g. Strategy Delivery Group and general feedback on performance)</p>
In order to	Maximise cooperation to enable delivery of value adding programmes/projects

Area five: Profitability

Details	Delivery measure
<p>Deliver cost benefit analyses to stakeholders, demonstrating financial astuteness in delivering both customer and SUEZ objectives.</p> <p>Manage projects in line with company financial approvals procedures; manage budgets in line with senior financial approvals powers.</p> <p>Identify opportunities to minimise project costs where possible, while maintaining a timely and quality delivery that achieves required business outcomes.</p> <p>Identify and manage opportunities to improve or streamline services provided and/or business processes throughout the project delivery lifecycle.</p> <p>Actively seek out current or ongoing initiatives that could benefit with the project team's support in realising their potential.</p>	<p>Line manager performance assessment including:</p> <ul style="list-style-type: none"> - hard targets (e.g. objective KPIs); and - soft targets (e.g. Strategy Delivery Group and general feedback on performance)
In order to	Achieve the financial targets and other KPIs

Area six: People

Details	Delivery measure
<p>Define the resources, roles and responsibilities needed to enable the best chance of success for the project.</p> <p>Ensure each individual on the project operates at maximum effectiveness and achieves personal growth wherever possible.</p> <p>Undertake effective liaison with relevant stakeholders / teams to ensure effective resourcing (people, skills).</p>	<p>Line manager performance assessment including:</p> <ul style="list-style-type: none"> - hard targets (e.g. objective KPIs); and

<p>To foster a 'problem solving', 'can do' attitude in the project team.</p> <p>Coach and mentor project team members and stakeholders on the tools, techniques, skills and experience required to successfully deliver projects, thereby instilling the project management culture within SUEZ recycling and recovery UK.</p>	<p>- soft targets (e.g. Strategy Delivery Group and general feedback on performance)</p>
<p>In order to</p>	<p>Develop effective project teams</p>

Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties, such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the roles and responsibilities at its discretion.