**JOB DESCRIPTION**

**Job Title: Senior Project Manager, Growth Hub Digital Infrastructure**

**Area: The Growth Hub Network**

**Reports To: Senior Project Manager Growth Hub Network**

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**Job Purpose/Key Role:**

The primary function of this role is to deliver the Growth Hub Digital Infrastructure project to meet the evolving requirements of the Gfirst LEP’s Growth Hub project and support its long term sustainability. The Growth Hub is a key component of the LEPs Strategic Economic Plan which will deliver business support services via a network of facilities across the county.

This role will involve managing the specification, procurement and contract award for the systems and working with the successful contractor to oversee the design and implementation.

**1. Primary Functions:**

1.1 To project manage the procurement and implementation of the Growth Hub Digital Infrastructure project on behalf of GFirst LEP, in line with OJEU procurement regulations.

1.2 To lead the identification, design and development of this project. Ensure project costs are well defined and that work is completed within budget

1.3 Manage and co-ordinate all internal and external project communication including managing the Q&A process, tender responses, review and evaluation of submitted tenders, shortlisting, ‘pitch’ presentations, final selection and contracts.

1.3 Act as Owner for this project, establishing networks and liaising with a range of internal, external stakeholders identifying their requirements and being the prime interface with the supplier.

1.6 Co-ordinate and manage the project activity, identifying innovative and creative solutions to ensuring the future sustainability of the system.

1.7 Develop a professional framework for coaching, development and training of staff and partners in the operating functions of the new infrastructure.

1.8 To provide guidance and to build relationships across a wide stakeholder community to ensure the infrastructure is delivered successfully.

1.9 Ensure that the chosen infrastructure will meet the reporting requirements of the GFirst LEP and related partners within the project.

1.10 Ensure that the chosen infrastructure will meet the evolving requirements of the Growth Hub project and support its long term sustainability.

1.10 Ensure that schedules for all aspects of the project are established and maintained, and that targets are met.

1.12 Work with Gfirst LEP’s internal teams to improve understanding of customer data & dynamics to bring added value to marketing plans & strategies.

1.13 Manage contracts with suppliers, ensuring all suppliers meet the requirements of the specification.

**2. Secondary Functions**:

2.1 Ensure data is held in compliance with relevant legislation e.g. Data Protection Act.

2.2 To contribute to the work of other areas of the wider digital infrastructure co-ordination as required.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** | |
| **Previous**  **Experience** | Full project life cycle experience from initial planning, scoping through to implementation and support with the ability to solely drive the project against the agreed budget and timescales  Budget management  Digital and CRM expert with broad experience of delivering digital infrastructure through the full lifecycle.  Previous experience of engaging and working with 3rd party suppliers  Substantial relevant l experience of managing an OJEU procurement process.  Proven experience in building strong relationships across organisations, stakeholder & partner groups.  Commercial awareness | Working in a rapidly changing, dynamic environment | |
| **Training**  **Specialist skills** | Understanding and knowledge of CRM products, deployments and solutions  Managing end-to-end CRM implementation including data migration.  Excellent planning & organisational skills  Ability to use IT packages, including project management tools, to manage complex documents, plans and data.    Demonstrable communication and stakeholder management skills  Strong understanding of Data Protection legislation  Proven ability to coach, motivate and train others in the use of IT Systems | Innovative and proactive approach to solutions and work. | |
| **Disposition** | Excellent communication and relationship building skills with the ability to adapt to the different audiences and challenge where required  Professional and confident  Self-motivated and dynamic individual who can work on own initiative and take responsibility  A collaborative worker who is able to share learning and learn from others  Resilient, problem solving approach  Competent negotiator  Flexible and responsive to business demands as required  Good time management, ability to work under pressure & to respond quickly to change  Ability to successfully manage conflicting priorities  Comfortable making recommendations and decisions  Clear communicator with presentation skills for internal and external audiences | Evidence of influencing and negotiating skills  Commitment to high quality service delivery and continuous improvement | |
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| **Key Relationships:**  **Internal**   * Other staff/team members – who will require support and coordination to deliver aspects of the engagement and initiative delivery. * Meet regularly with the line manager to assess ongoing and evolving tasks and areas for personal focus/development.   **External**   * All Key Stakeholders able to influence the performance of CRM. | | |
| **Decision Making Authority:**   * Day to day decisions of how best to manage ongoing tasks and workload to meet personal objectives and targets. | | |
| **Additional Information:**   * Any other duties as required by the business. * Occasional unsociable hours and travel may be necessary. | | |

**Equal Opportunities Statement:**

GFirst is an Equal Opportunities employer and seeks to ensure that all applicants are treated in a fair and non-discriminatory manner. Standardised recruitment processes are followed and all applications for posts are considered against pre-determined criteria relevant to the requirements of the post. Consistent with our Equal Opportunities Policy, the Company does not discriminate on any grounds including, but not limited to, race, ethnic origin, colour, sexual orientation, gender, marital status, disability, class, age, political belief, religion or belief.

**Respect and Dignity at Work – ‘Improving Working Lives’**

GFirst is committed to equality of opportunity and diversity in the workplace; all managers and staff are responsible for ensuring that this is delivered in practice.

GFirst is equally committed to respect for other people and all managers and staff are expected to be clear of what is expected of them and for ensuring that they commit to this policy in their day-to-day working life.

GFirst will not tolerate any forms of bullying or harassment in the workplace.

Everyone has a personal responsibility to seek to improve his/her own and colleagues’ working lives to create a healthy and productive working environment.