



Job Title: Senior Project Manager

Reporting to: Operations Director

Responsible for

- Delivery of internal projects across the business
- Coordination of cross-functional project teams (matrix management)
- Contributing to overall project delivery capability and best practice

Purpose of the Role

The Senior Project Manager will be responsible for the successful delivery of internal, non-customer-facing projects across the business. This role focuses on improving internal processes, systems, and operational efficiency.

While the primary focus will be internal initiatives, the role requires flexibility to support wider project delivery across the business as priorities evolve. In the short to medium term, project resources may be shared across teams to ensure effective delivery of key business objectives.

Key Relationships

- Operations Director
- Senior Leadership Team
- Department Heads / Functional Leads
- Project Managers and Delivery Teams/Work-stream leads
- Key internal stakeholders across the business

Key Responsibilities

Project Delivery

- Define project scope, objectives, timelines and deliverables
- Work with Senior Stakeholders and Steering Committee members to ensure timely decisions are made on all Projects submitted for approval
- Lead and deliver internal projects from initiation through to completion
- Ensure projects are delivered on time, within scope and budget
- Establish and maintain project plans and governance
- Establish and provide effective reporting frameworks to key Project and Senior stakeholders, recommending when and where decisions need to be made by Steering Committee
- Monitor progress and proactively manage risks, issues and dependencies

Stakeholder Management

- Build strong relationships with internal stakeholders at all levels
- Work closely with stakeholders to understand requirements and business priorities
- Provide clear, accurate and timely updates on project progress
- Manage expectations and ensure alignment across multiple teams

Process Improvement

- Identify opportunities to improve internal systems, processes and ways of working
- Lead or support initiatives that drive operational efficiency
- Promote and embed best practice project management methodologies
- Contribute to continuous improvement of project delivery frameworks

Resource & Collaboration

- Work collaboratively with other project managers and teams, including shared resourcing where required
- Provide flexible support across a range of projects outside core responsibilities as business needs require, including contributing to shared project resources across teams
- Adapt to changing business priorities and reallocate focus accordingly
- Contribute to building a flexible, scalable and high-performing project delivery function

Performance Standards

- Financial – Projects delivered within budget or within agreed budget tolerance
- Schedule, Delivery OTD rate – percentage of projects delivered by the agreed-upon deadline
- Scope and Quality – tracking the volume and impact of change requests against initial Project sign-off and measuring the quality of output by tracking how many errors/bugs/issues occur post-delivery
- High levels of stakeholder satisfaction and engagement
- Effective identification and mitigation of risks and issues
- Clear, consistent and proactive communication across all projects
- Demonstrable improvements in internal processes and efficiencies
- Ability to manage multiple priorities in a fast-paced environment
- Contribution to team collaboration and shared delivery success
- Strong governance, reporting and project control maintained throughout delivery

Skills & Experience Required

- Proven prior experience delivering projects in a project management role
- Strong organisational and planning skills, with attention to detail
- Experience managing multiple projects and priorities simultaneously
- Excellent stakeholder engagement and communication skills
- Ability to influence and collaborate across cross-functional teams
- Experience in delivering internal or operational improvement initiatives
- Good understanding of project management methodologies and systems

Personal Characteristics

- Able to multi-task with ease

- Proactive and solution-oriented mindset
- Flexible and adaptable approach to changing priorities
- Strong interpersonal and communication skills with internal and external customers and suppliers
- Resilient, self-motivated and able to work with autonomy