

## Planning and Projects Manager

<b>Job Level</b>	<b>L5</b>	<b>Kornferry Function</b>	<b>PMX17</b>
<b>Directorate</b>	<b>Marketing, Fundraising and Communications</b>	<b>Function/Service</b>	<b>Fundraising Operations</b>
<b>Direct Reports</b>	<b>0</b>	<b>Indirect Reports</b>	<b>0</b>

<b>Purpose</b>	<p>As Planning and Projects Manager, this role is responsible for the development and maintenance of a clear roadmap of projects and activities for fundraising operations, ensuring all work requests are triaged, and consistent and information communication with stakeholders is delivered. Facilitating the planning process in collaboration with functional leads, they will ensure the team has both the capacity and resources to support ambitious Marketing, Fundraising, and Communications directorate goals while meeting operational objectives.</p> <p>The postholder will manage a diverse range of projects to serve the needs of the directorate gathering requirements, mitigating risks and implementing new products and processes efficiently, on time and within budget.</p>		
<b>Budgetary responsibility/ accountability</b>	<b>N/A</b>	<b>Accountability for other resources</b>	<b>Service Design and Delivery Azure Dev Ops Planning Board</b>
<b>Key Responsibilities</b>	<p><b>Planning:</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively across the directorate to understand the likely impact of directorate projects on fundraising operations to support team leads to develop cohesive plans to enable support.</li> <li>• Develop and maintain the fundraising operations road map that clearly outlines directorate priorities, operational commitments and the departments strategic objectives.</li> <li>• Collaborate with fundraising operations team leads to ensure plans are clear, accessible, regularly updated, and effectively monitored and reported for visibility and accountability.</li> <li>• Support the team leads to develop hard metrics that can effectively demonstrate the cost to serve fundraising programmes of work so that budget holders can prioritise and plan for maximum impact.</li> <li>• Define and agree individual responsibilities to deliver against plans and support managers to identify and address skills gaps, facilitating training and development needed to assure our service offer.</li> </ul> <p><b>Strategy Management</b></p> <ul style="list-style-type: none"> <li>• Establish strong and collaborative relationships with enabling teams outside of the directorate, to ensure strategic alignment.</li> <li>• Identify barriers preventing the delivery of strategic priorities and work with team leads to address gaps in systems, processes, tools or resources needed to deliver.</li> <li>• Support the business implementation manager to budget plan and reforecast if departmental plans change</li> </ul>		

	<p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>Facilitate and drive engagement and effective working between Fundraising Operations and directorate colleagues to enable a strong understanding of how to best align and shape projects to ensure completion.</li> <li>Deliver effective project management as required, gathering requirements to define scope, collaborating with stakeholders to ensure effective decision making and mitigating risks as appropriate.</li> <li>Consistently deliver to completion, high quality projects within agreed timelines and clear governance frameworks.</li> <li>Monitor, highlight and secure solutions to risks and challenges that could hinder delivery of priority projects, reporting upwards to senior management if there is any commercial or reputational impact.</li> </ul> <p><i>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</i></p>
<p><b>Knowledge &amp; Skills</b> *Essential</p>	<ul style="list-style-type: none"> <li>Project management qualification (APM, Agile or Prince2)</li> <li>Confident user of Microsoft 365 office packages, especially Visio*</li> <li>Excellent interpersonal, relationship building and stakeholder management skills, including the ability to build strong and collaborative relationships with stakeholders and successfully influence and negotiate*</li> <li>Excellent time management skills, with the ability to manage a busy workload and delegate effectively to meet deadlines and targets*</li> <li>Excellent facilitation, presentation, verbal, and written communication skills, with the ability to lead workshops and meetings and present in a clear and engaging way to a range of audiences*</li> <li>Personal resilience with the ability to forward plan and move forward at pace, driving change and delivering outcomes*</li> <li>In-depth knowledge and understanding of fundraising methods used in large charities</li> <li>Understanding of UK payments industry including PCI DSS</li> </ul>
<p><b>Experience</b> *Essential</p>	<ul style="list-style-type: none"> <li>Experience in using project management planning tools* (Azure Dev Ops desirable) *</li> <li>Demonstrable experience developing and delivering plans within a structured planning cycle including budget and workforce planning*</li> <li>Proven experience of managing and delivering strategically important projects to completion*</li> <li>Experience of setting up and/or developing systems, processes, tools, and ways of working to facilitate effective delivery of team plans</li> <li>Demonstrable experience driving strong and collaborative relationships to achieve shared goals and outcomes*</li> </ul>

	<ul style="list-style-type: none"> <li>Experience in delivering business improvement and total quality management using proven management techniques</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>Ability to work out of hours occasionally during emergency appeals</li> </ul>

<b>Pre Engagement Checks</b> Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/None
Driver Check	Yes/No

<b>Role Reference</b>		<b>Review Date</b>	
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*We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.*