

Job Description:   
IT Project Manager

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| Function: | TDDI (Technology, Data, Digital & Innovation) Delivery | |
| Job: | IT Project Manager - SAP | |
| Position: |  | |
| Job holder: |  | |
| Immediate manager  (N+1 Job title and name): | Portfolio Manager | |
| Additional reporting line to: | None | |
| Position location: | TDDI Department – Salford or London / Home Based (Hybrid) | |
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| Purpose of the Job | | |
| |  | | --- | | Reporting directly to the Portfolio Manager, the role holder will be responsible for planning, executing and finalising projects according to strict deadlines and within budget. This includes scheduling resources, coordinating the efforts of team members and third-party contractors or consultants, and ensuring alignment with business strategy and objectives. Working within the governance framework, the Project Manager defines project objectives/scope, oversees quality control, manages risks and ensures sponsor/stakeholder satisfaction throughout the project lifecycle. The role serves as the key liaison between technical teams and business units, ensuring clear communication, accountability and successful project delivery. | | | |
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| Organisation chart: |
| Project Manager  Head of Portfolio  Portfolio Manager |
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| **Context** |
| * Responsible for the planning, coordination, and management of multiple projects (typically with a project budget ranging from £50K up to £500K spanning multiple business functions. On occasion, projects may exceed this range. * Adherence to the TDDI Project Management governance framework, following defined processes and procedures using the mandated tools and templates, unless otherwise agreed. * Occasional travel to other Sodexo offices and/or sites will be required. * As a Hybrid Worker, the role offers flexibility for Sodexo office and home-based working. The split between office and home, will be agreed with the Head of Portfolio. * Expected to adhere to all applicable business policies, including Information Security Policy, Health & Safety, etc. * The UK TDDI function is part of the wider Sodexo Global TDDI organisation. |

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| Main Assignment |
| * Take full responsibility for the definition, documentation, management, and successful completion of projects. * Provides effective leadership to the project team and takes appropriate action when team performance deviates from agreed tolerances. * Plan, direct, and co-ordinate activities to manage and implement projects from contract / proposal initiation to final operational stage including the transition into “business-as-usual”. Plans, schedules, monitors, and reports on activities. * Select the relevant methodology and tools, using iterative techniques where appropriate, ensuring that effective project control, change control, risk management and testing processes are maintained. * Monitor and control resources, revenue and capital costs against the project budget and manages expectations of all project stakeholders. * Ensure that projects are managed to realise business benefits. * Support project control boards, project assurance teams and quality review meetings. May be involved in aspects of supporting a programme of work. * Support the TDDI Governance processes to ensure clarity and accuracy of all submissions to the appropriate committee / board. * Use portfolio, programme and project control tools for planning, scheduling, and tracking as outlined by the TDDI Project Delivery Framework. * Prepare project management reports and dashboards. * Provide administrative services to project boards, project assurance teams and quality review meetings. * Maintain an up-to-date working knowledge of all TDDI Project Delivery Processes and Templates and to champion their use amongst TDDI Project Managers. * Provide support to the TDDI Programme and/or Portfolio Managers when needed. * Collaborate with all Project Managers to ensure best practices and knowledge is shared. |

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| Accountabilities |
| * All allocated projects are successfully delivered to Schedule, Budget and Quality as agreed with the TDDI Portfolio Manager, Project Sponsor and other key stakeholders, in line with the TDDI Project Delivery Framework, using the approved tools and templates. * All appropriate TDDI project / portfolio management systems are updated accurately and regularly in line with the TDDI project control processes. * Resources are allocated and utilised at the right time within the delivery lifecycle. * Project dependencies and inter-dependencies with other projects are managed. * Service Delivery Change Control steps are completed in full, with all supporting documentation and closed in timely manner. * Projects are handed over to BAU support in accordance with agreed service transition standards and guidelines. |

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| Person Specification |
| Essential:   * Holds a professional qualification (PMI, APM, AgilePM, PRINCE2). * At least 5 years’ experience in a full lifecycle Project or Programme Management role, working across multiple dimensions, (software development, 3rd party applications, etc.), managing large complex projects and programmes. * At least 2 years’ experience in delivering SAP projects, ideally following an agile or hybrid delivery methodology. * Demonstrates strong planning and organising skills. * Demonstrates knowledge of best project and programme management techniques and practices, including agile methodologies. * Good knowledge of other best practice & standards such as ITIL, SDLC, ISO9000, ISO27001 * Strong understanding of business strategies, cost drivers and efficiencies. * Experience in customer requirements analysis and translating to operational and functional specifications. * Experience in solution identification and selection through recommended tender processes to support the customer in procuring / deploying the most appropriate solution. * Experience of providing support in a corporate environment and of working with customers at all levels. * Effective leadership, interpersonal skills, and an ability to command respect to create a sense of community amongst the members of the project teams. * Excellent communication skills both verbal and written, including skills in hosting demonstrations and training. * Demonstrable experience of forward planning, problem solving, analytical thinking, providing solutions via email, telephone, Teams and face-to-face.   Desirable:   * Educated to Degree level. * Working knowledge of Scaled Agile Framework (SAFe) or Scrum Agile Collaboration Framework. * Azure DevOps experience. * Experience of implementing other ERP projects. * Full Driving License and valid passport * Security Clearance (May need to obtain SC security clearance) |

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| Competencies | |
| * Customer Focus * Ensures Accountability * Communicates Effectively * Collaborates | * Builds Effective Teams * Decision Quality * Business Insight * Drives Results |