Innovation Project Manager Job Description

This job description provides information on everything you’ll need to know to be an Innovation Project Manager for REED NCFE.

- Key Responsibilities
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- Day in the life of an Innovation Project Manager

REED NCFE is a rapidly growing and successful new Joint Venture company, owned by NCFE, and Reed Recruitment, providing high quality products and services to support learners access and succeed in employment.

Working from our new office in Longbenton, Newcastle upon Tyne, the Project Manager will manage the development of projects to deliver our business objectives which will involve the development of a number of online learning tools, customer facing software and technology-led programmes of learning.

While the role requires a degree of technical understanding, the focus of the role is not for the post-holder to develop products and services but to innovate, plan and project manage to ensure the successful development of products and services, primarily by outsourcing development work to a team of external contractors and suppliers.

The role will involve some travel within the UK with the occasional overnight stay.

Team Structure
Key Responsibilities of an Innovation Project Manager

- **We seek to make a difference:** improve the performance of REED NCFE by seeking new business opportunities and continually reviewing and implementing improved working practices and processes
- prepare a rolling 3-year project plan to deliver the development and launch of projects in time and on budget, arising out of the REED NCFE business plan
- be responsible for the oversight, coordination and delivery of projects of differing sizes involving the developing and launch of new REED NCFE products and services
- **We are fair, open and honest:** collect, understand and transmit the business needs for projects and translate them into functional requirements
- analyse and document business processes for projects
- document workflows and the results of business analysis and obtain sign-off from the Executive Directors on the requirements
- update change requests in relation to projects to ensure agreed deadlines
- to select, appoint and monitor external contractors and delivery partners, in line with REED NCFE’s purchasing policy
- lead a team of external contractors and internal resource, managing performance and delivery
- **We seek to create value for everyone:** develop and maintain effective working relationships, at all levels, with existing and potential suppliers and partners
- oversee a wide range of activities including research, development and testing
- **We work in partnership with our customers:** provide the link between the customer, development staff and contractors and any third party regarding requirements throughout the project life cycle
- ensure thorough and timely testing of all new processes, systems and software before go live
- attend conferences and conduct research to help inform the project approach
- carry out any other duties, appropriate with the grade of the post, as requested by the Executive Directors

**To work and live our company values:**
- We are fair, open and honest
- We work in partnership with our customers
- We seek to create value for everyone
- We seek to make a difference
Innovation Project Manager Specification

What will you need to be able to do the job?

Essential Skills & Knowledge

• Strong interpersonal skills, working at all levels within a company
• Strong problem solving and negotiation skills
• Attention to detail and ability to work accurately
• Planning and organisational skills
• Analytical skills with ability to see systems and patterns and organise ideas
• Familiarity with appropriate software tools to produce high quality documents, products and services
• Excellent written and oral communication skills, including good grammar and spelling
• Understanding and ability to work with Project Management principles and methodologies
• Ability to direct a team of external contractors
• Strong Performance Management skills
• Exposure to techniques and tools such as Lean and BPR
• Experience of contract and budget management
• Educated to at least A-level/GCE standard or equivalent
• Lead on specialist cross-organisational projects as required
• Contribute to cross-organisational issues and the achievement of organisational objectives

Abilities & Behaviours

• Ability to manage time effectively
• Ability to work in a way that demonstrates our company values

It would be even better if you also had:

• Prince2 Practitioner certificate or equivalent
• Experience of working or liaising with business users in an IT environment
• Experience of an education industry, especially within an online learning environment
• Experience of working with, or knowledge of AICC, SCORM 1.2, SCORM 2004 3rd Edition
A day in the life of an Innovation Project Manager
What might a typical day involve?

The good news is that there isn’t a typical day, but ‘a day in the life of’ could look like this:

**8:30** – Catch up with some of the team who are already in and then head to our cafe for a drink and a bacon sandwich.

**9:00** – I check my emails, one of our suppliers has a number of questions they need answers to, I speak to the team and get the answers we need so that our supplier can carry on with the development work.

**9:30** – Time for a meeting with one of the Directors. We check where we are on delivering my annual plan and discuss some difficulties we are having with one of our key projects.

**10:30** – I plan for a meeting a supplier later in the week. They are experiencing difficulties with some of the specification we have defined and I need to ensure that this is resolved on time and within budget.

**11:00** – Time set aside to start thinking about new projects that will assist in driving the continued growth of the company.

**12:30** – Lunch time – I pop down to our own café for some lunch and meet colleagues from REED NCFE and NCFE.

**13:15** – The Project Manager at NCFE has asked for my views as there is an issue that needs to be raised with a Project Steering Group and some decisions that need to be made. I am identifying the impact of the issue in preparation for the discussion.

**14:00** – I need to look at the dashboard and update progress to date to present to SMT.

**15:00** – I attend a requirements capturing session with a project team to identify system requirements for the next phase of development. Some important decisions need to be made at this session which will impact on the way a new 16-18 programme of learning will work in centres.

**16:30** – I update the decisions and actions log following the requirements capturing session and review the project plan to ensure.

**17:00** – Before leaving the office for the day I confirm a meeting I have planned with an online assessment provider later this week. I’m going to visit them to explore their product and how it could be used by our centres delivering these new qualifications.