##### Role title: Project Manager (Web Refresh)

##### Reports to: Business Analyst

Job purpose**:** To manage multiple projects aligned to BACP strategy, in terms of project scope, co-ordination, budget, communications and timeframes. To work across the Association and with any external stakeholders to ensure successful project delivery.

Financial: Individual project budgets

Staff: None

Other: To work closely with project sponsors/leads to understand projects and co-ordinate to requirements and where required work with external agencies, stakeholders and suppliers.

#### Principal accountabilities:

1. To work with project sponsors and leads to initiate projects aligned to strategy. Defining the scope, objective, stakeholders and resource required and identify proportionate project management controls and documents for delivery.
2. To track the progress of projects in terms of risk, including but not limited to, financial risk, impact on staff resources or BACP reputation. To escalate any identified risks to the sponsor where appropriate. To ensure relevant projects are recorded on the BACP Risk Register and that the register is updated on a regular basis.
3. To hold the project group accountable in relation to project delivery, managing the project budget, ensuring projects are running to timeframes and budget, identifying any areas of project slippage, the impact of this and responding appropriately.
4. Manage change control during the lifecycle of the project to ensure that objectives are still being met and the impact to scope, cost, risk and timeline are understood and agreed.
5. To ensure the project team are compliant with BACP governance including, but not limited to, contracting, terms and conditions, Standing Orders and Articles of Association, as well as external legislation including, but not limited to, GDPR and Charity Commission law.
6. To report on the progress of all live projects to the project groups, staff, SMT, Programme Board or the Board as required through written reports, presentations or project briefings.
7. To ensure Operational readiness is in place to communicate the project and prepare the Association for project launch and be able to assess the impact on business as usual.
8. To ensure retrospectives are conducted after the completion of each project to record successes and learning points for future projects.
9. To support implementation and adopt a common framework for the delivery of projects at BACP
10. To support the development and roll out of a continuous training and development programme to ensure that all staff deliver projects in a consistent manner and to an agreed framework

#### BACP Principal accountability

To be a BACP ambassador by upholding and demonstrating our values at every opportunity, through verbal, written and face to face communication.

##### Context:

Operating environment: To work in a matrix management structure across the organisation within project teams and at all levels of the business. Also liaise with external providers when required.

Framework & boundaries: GDPR, Charity Commission, Equality Act, BACP Terms and Conditions, Standing Orders and Articles of Association

Organisation: Organisation wide

##### Relationships:

Direct reports: None

Manager: Business Analyst – monthly meetings but free to act

Other contacts: To work with staff at all levels of the organisation to drive project delivery to strategy. External agencies, stakeholders and suppliers as required to ensure collaborative working.

#### Knowledge & experience:

Experience of managing multiple projects to successful completion, preferably within a professional body setting, with or working towards a relevant project management qualification or training (APM, Agile, PRINCE2).

* Previous experience with website migration, platform transitions, and content management systems is highly desirable.
* Ability to identify, manage and mitigate project risks and issues.
* Excellent communication, interpersonal and negotiating skills.
* Excellent planning, organisational, and facilitation skills, with the ability to work proactively and on own initiative, to meet the demands of the role.
* Ability to understand the needs of stakeholders and fully support the delivery of projects.
* Ability to influence and challenge Stakeholders at all levels of an organisation
* Detail orientated and capable of delivering a high level of accuracy
* Familiarity with Microsoft software, including Microsoft CRM.
* Ability to handle multiple projects and meet deadlines.
* An understanding of counselling and psychotherapy.

Job challenge: To manage and co-ordinate multiple and over-lapping strategy led projects simultaneously.