Job Description Form

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:** | Transformation Project Manager | **Location:** | Birmingham Office |
| **Reports To:** | Business Systems Transformation Director | **Department:** | Business Systems Transformation |
| **Division:** | Shared Service |
| **Benefits:** | 33 days annual leave (increases by one day for each full calendar year employed, up to a maximum of five days, inclusive of bank holidays),Holiday Buy Scheme, Pension Scheme, Death in Service Cover, Bonus Scheme, Employee Assistance Programme, Values Champion of the Quarter and Year Awards, Colleague Incentives, Cycle to Work Scheme, Specsavers Eye Tests, Colleague Discounts, Enhanced Maternity and Paternity Pay, Active Social Calendar, Learning and Development Opportunities. |

|  |
| --- |
| **Company Information** |
| There’s nothing really unique about the tech we all use. What makes Intercity special is our people. Our vision is to be the best technology partner to work for and with, our 3 Star Best Companies and Investors in People Gold award shows we’re a world-class employer. Running on People Power, Intercity had a record year of growth in 2024, a trajectory that is at the heart of our mission to enable our customers to Do More. With over 40 years of experience in delivering and launching technology solutions across Cloud, Cyber Security, Managed IT, and Communications, our teams are constantly refining how our customers work together, securely, and from anywhere.We are highly commended by Comms Business for their ‘Workplace Award’, as well as the UK IT Awards for the ‘Best Place to Work in IT’. Additionally, our Platinum Eco Vadis rating puts us in the Top 1% of companies for sustainability and giving back to the community. And to back up our customer-first approach, our Customer Experience & Customer Service teams deliver and industry-leading +90 Net Promoter Score, which means they’re truly feeling the love! |
| **Job Overview** |
| As a Transformation Project Manager, you will play a pivotal role in overseeing and managing the pipeline of systems transformation projects within our organization. Your primary responsibility will be to ensure the successful planning, execution, and delivery of these projects, aligning them with our strategic goals and objectives. You will work closely with cross-functional teams, stakeholders, and external partners to drive efficiency, innovation, and continuous improvement in our systems and processes. |
| **Key Responsibilities** |
| **Project Leadership:*** Independently lead and manage end-to-end transformational concurrent projects aimed at enhancing our internal processes, productivity & efficiency, AI &, applications strategy and culture.
* Oversee integration projects, ensuring seamless connectivity between various systems and platforms.
* Develop detailed programme & project plans, including but not limited to scope, timelines, risk, resource allocation, and budget management.
* Collaborate with cross-functional teams to scope projects, understand overall program goals, and manage dependencies.
* Prioritize solutions and workstreams, ensuring alignment with strategic priorities.
* Produce concise and insightful summaries, high-level reports, and progress updates.
* Cultivate strong relationships with key stakeholders, including senior leadership, department heads, and project teams.

**Project management:*** Develop and manage project plans, timelines, budgets, and resources.
* Identify and mitigate risks associated with transformation initiatives.
* Collaborate with cross-functional teams and maintain strong relationships with key stakeholders.
* Provide regular progress updates and analyse project metrics.

**Change Management:*** Own the transition process, mapping out activities and metrics for successful change adoption.
* Facilitate improved performance across all project workstreams by promoting change readiness and resilience.
* Champion effective communication strategies to ensure stakeholders are informed and engaged.
* Drive cultural transformation by fostering a growth mindset and promoting agility.
 |
| Due to changing customer demands; duties and responsibilities are likely to vary from time to time and Intercity therefore reserves the right to amend job descriptions to reflect changing requirements. |

|  |
| --- |
| **Person Specification** |
| Education and Qualifications | * Proven Project Management methodology, ideally qualified to - Prince2 Practitioner level;
* APM PMQ desirable
 |
| Experience and Knowledge | The ideal candidate for the role will be able to demonstrate the following experience:* Minimum of 5+ years relevant Project Management experience, specifically experience in delivery of large, business transformational projects;
* Proven experience in project management, with a focus on systems transformation IT projects;
* Experience with Dynamics365 CRM & ERP, Power Platform, API Integration, & ITSMs preferable;
* Proven commercial awareness to include - business processes, constructing ROI and business cases, and identifying and defining benefits;
* Excellent verbal, written, presentation and demonstration skills to executives, contributors, and stakeholders either in a group setting, one on one, or over the phone;
 |
| Competences and Skills | * Ability to comprehend and understand complex solutions, to fault find and identify the causes of problems
* Ability to motivate cross functional teams and communicate effectively up, down and across our organisation
* Passionate about Intercity and a desire to support the growth of the organisation
* Ability to think "outside the box" and be innovative in developing solutions
* Maintain a sense of urgency and goal orientation
* Straightforward, honest, team player
* Willing to travel
 |
| Intercity’s Values | * We care
* We think secure
* We make it happen
* We never stand still
* We enjoy what we do
 |
| Other Requirements | * The right to work in the UK
* Employment is subject to satisfactory vetting and references
 |