Job description:

# Project Manager (full-time) x 2

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| **Overview** | The Project Manager role will support project teams to ensure that projects are implemented to time, budget and quality, working across a range of projects. The role will be full-time, providing our customers with a consistent point of contact through normal office hours, and will normally be based in our Manchester office. The postholder will work across a range of projects in an educational and vocational setting. This will include supporting large-scale trialling of new materials and the delivery of live assessments in schools. In doing so, the postholder will need to:* Work as part of a vibrant team based in Manchester, supporting large-scale trials of new assessment materials and providing Service desk support for schools
* Work in a customer-facing role, recruiting schools to participate in trials of new assessment materials and supporting them throughout the process
* Support a Service desk providing IT and assessment support to schools across Scotland accessing online assessment materials, as part of the National Standardised Assessments (NSA)
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| **Key purpose of the job** | * Liaise with schools and colleges to provide support across a range of contexts e.g. trialling new assessment materials, organising focus groups for staff and students
* Support project teams to deliver a range of assessment, research and evaluation projects
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| **Typical project responsibilities** | * Liaise with internal project teams and external stakeholders to support trials
* Support the development and implementation of an effective Service desk function
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| **Typical outputs** | * Support Service desk team to deliver successful trials and provide support service to schools and colleges
* Contribute to regular progress reports for project teams and clients
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| **Key relationships** |
| **Internal** | * Trialling Team, Service desk Manager, Field Research Manager, Service Delivery Manager, AlphaPlus project teams, consortium partners
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| **External** | * Schools, Local Authorities (LAs), Clients (e.g. Scottish Government)
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| **Resources for which the job holder is accountable** |
| **People** | * Internal: Trialling Team, Service desk Manager, Field Research Manager, Service Delivery Manager, AlphaPlus project teams
* External: schools, teachers, LAs, clients and stakeholders
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| **Assets** | * Databases containing secure/confidential data (internal – CRM/service desk)
* Assessment materials – current and new – confidential
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| **Budgets** | * N/A
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| **Person specification** |
| **Personal attributes** | * Organisation, people management, teamworking, motivation, integrity, adaptability, persuasiveness, determination
* High level of attention to detail and accuracy
* Proven ability to collect and analyse information, solve problems and make decisions
* Ability to work well in a high-pressure environment
* Recognition of the importance of excellent customer service
* Ability to act as an ambassador for AlphaPlus in all dealings with external customers and contractors
* Ability to work with a diverse and geographically distributed set of employees
* A high standard of presentation and communication skills to operate effectively with customers and staff
* Good organisation / personal work management to be able to operate in a multi-project environment
* Initiative – must have ability to work for extended periods without direct support and supervision
* Commitment to learning and investment in own professional development
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| **Qualifications and professional/ technical competencies** | **Essential:*** GCSEs or equivalent in maths and English
* Good set of A levels or equivalent
* Good honours degree or equivalent
* Reasonable fluency with MS Office applications
* Aptitude for adapting to new software and digital services
* Good standard of numeracy and literacy
* Ability to provide first line editorial checks of project materials
* Effective communicator with strong interpersonal skills
* Strong stakeholder and engagement skills

**Desirable:**Project management, people management, stakeholder management |
| **Relevant experience** | All **desirable** rather than essential: the experience listed below would be useful but is not essential – full support and training will be provided as required. * Experience in a customer service role
* Experience using CRM/service desk software
* Experience in public sector education
* An understanding of the Gaelic/Scottish education system
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