JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Technical Project Manager
Reports to:	Head of Technology Delivery
Location:	Office or home based with travel to stakeholder meetings
Department:	Technology Delivery

2. ABOUT THE ROLE

What you'll be doing?

Working as part of the Technology Delivery, you will lead the delivery of technology-enabled change through agile ways of working, ensuring teams deliver valuable outcomes predictably, transparently and with a focus on continuous improvement.

You will partner with product owners, technical leads and stakeholders to shape delivery plans, manage dependencies and risks, and create the conditions for cross-functional teams to succeed across discovery, build, test and release.

You will contribute to the successful delivery of business change by:

- Establishing and maintaining agile delivery cadence (sprint planning, daily stand-ups, reviews and retrospectives) and removing impediments to progress
- Managing delivery plans, RAID, resourcing and financial tracking, ensuring governance is proportionate and supports fast, safe delivery
- Coordinating dependencies across teams and third parties, ensuring alignment on milestones, environments, release readiness and operational handover
- Supporting product owners to maintain a healthy backlog, clear outcomes, and effective stakeholder engagement and communications
- Managing project kick off and delivery controls (scope, schedule, RAID, governance), ensuring delivery remains aligned to agreed outcomes
- Supporting delivery of environments, project activities and cutover planning, working with technical teams to manage constraints and dependencies

	• Ensuring operational readiness is planned (training, comms, support model, service transition) and that reporting and controls needed for run are in place
Key Responsibilities	• Own end-to-end project delivery using agile approaches, from initiation through delivery, go-live and benefits realisation • Create and maintain delivery plans, milestones, sprint schedules, release plans and integrated dependency maps • Facilitate agile ceremonies (planning, stand-ups, reviews, retrospectives) and ensure teams have clear goals, scope and Definition of Done • Manage RAID, change control (where required), and delivery governance in line with organisational standards • Lead stakeholder management and communications, providing clear status reporting, forecasts and decision points • Coordinate delivery across product, engineering, data, security, operations and vendors to ensure joined-up outcomes • Plan and assure testing and release readiness (including UAT, training, cutover and operational handover) • Track budget, spend and supplier deliverables; manage procurement inputs and contract change where applicable • Drive continuous improvement in delivery ways of working, metrics, team health and stakeholder outcomes • Maintain project budget, forecast and financial controls; track spend and ensure timely escalation of variances • Ensure clear delivery documentation is produced and maintained (plans, RAID logs, decision log, release notes, handover artefacts) • Support change, communications and adoption activities alongside business and operational stakeholders
KPIs & SLAs	• Delivery against agreed sprint and release commitments, with transparent forecasting and managed scope

	• High-quality governance: timely RAID updates, decisions captured, and stakeholders appropriately informed • Improving flow and predictability over time (e.g., stable throughput/velocity trends and reduced unplanned work) • Successful releases with effective UAT, minimal production incidents attributable to delivery process, and smooth operational handover • Projects delivered to agreed time, cost (budget) and quality, with clear benefits tracking and stakeholder sign-off
Key Working Relationships	• Product Owners and business sponsors • Engineering, data and platform teams • Architecture, security and service/operations teams • Business SMEs and end users for UAT, training and adoption • Third-party suppliers and delivery partners • IT Teams • Insight Team • Product Owners • Business Owners • Subject Matter Experts (SMEs) and Testers • Vendors

3. ABOUT YOU

Skills & Abilities	• Strong delivery leadership with the ability to motivate, coordinate and enable cross-functional teams • Excellent planning, organisation and prioritisation skills, balancing scope, time, cost and quality • Strong facilitation skills across agile ceremonies and stakeholder workshops • Confident management of RAID, dependencies and delivery governance with clear, concise reporting • Excellent stakeholder management and communication skills, including with senior stakeholders • Ability to navigate ambiguity, adapt plans quickly and drive continuous improvement

	• Strong Agile project management and software lifecycle skills • Excellent stakeholder management skills • Excellent customer service skills • Strong documentation skills • Able to work to deadlines and pressure • Demonstrate an ability to work independently or as part of a team
Your Knowledge	• Good understanding of agile delivery frameworks (e.g., Scrum and/or Kanban) and how to apply them pragmatically in a delivery environment • Knowledge of project controls: planning, budgeting, supplier management, risk management and reporting • Awareness of software delivery lifecycle, environments, testing, release management and operational handover • Knowledge of CRM, order management and finance systems and their implementation is an advantage
Your Experience	• Proven experience delivering technology-enabled change using agile approaches in a complex stakeholder environment • Experience creating and managing delivery plans, sprint/release schedules, and coordinating dependencies across teams • Demonstrable experience of facilitating agile ceremonies and driving continuous improvement with delivery metrics • Experience managing RAID, delivery governance, and communicating status, risks and options to senior stakeholders • Experience working with third-party suppliers and multi-disciplinary internal teams to deliver outcomes • Experience managing project budgets, forecasts, supplier deliverables and commercial constraints • Experience planning and coordinating releases, cutover and operational handover (including readiness, training and support) • Experience of working in pressurised environments delivering at pace to ensure that projects remain on track • Proven experience in stakeholder management and user workshop facilitation

Your Qualifications	• Project management qualification (e.g., PRINCE2, APM, PMI) and/or agile certification (e.g., Scrum Master); equivalent experience will be considered
What you'll bring to QA	• A collaborative, outcomes-focused mindset with the confidence to challenge, unblock and continuously improve delivery. • A strong customer and stakeholder focus, ensuring delivery remains aligned to value, benefits and measurable outcomes.