

JOB DESCRIPTION



Section 1: General information	
Job title:	Project Manager
Department:	Business Change
Reports to:	Business Change Manager
Section 2: PenCarrie's story and purpose	
<p>PenCarrie's story:</p> <p>With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 4,000 product lines from over 80 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.</p> <p>PenCarrie's Purpose:</p> <p>The distribution partner that enables exceptional customer success.</p>	
Section 3: Purpose and responsibilities of the role	
<p>Main purpose of role:</p> <ul style="list-style-type: none">• Makes decisions based on steering group direction, stakeholder understanding and insights; create a shared purpose and goals that align with business strategy; create an action plan which allocates resources, clarifies accountabilities, and establishes performance goals• Ensure integration across the organisation; engage in conversations to prioritise choices (time, resources, attention) for long-term success; create alignment in knowledge, action and resources; develop best in class practices to enable optimal performance• Demonstrate strong commitment to driving collective goals and delivering on functional intent; adapt to changing situations and drive continuous improvement having the courage to learn from failures; live our leadership behaviours and recognise those who do as well• Lead, coach, and partner with Business Analysts (BA) in the collection and definition of business requirements, helping to identify and define critical business processes, and guide the solution and high-level design.• Manage the planning, analysis, design, development, implementation, communication, transition into BAU and satisfaction of project deliverables.• Provide management and direction to project teams.• Drive continuous improvement in reducing cost and waste and improving efficiency in project implementation. <p>Main responsibilities:</p> <ol style="list-style-type: none">1. Establish goals, negotiates project commitments, analyse risks, prepares estimates both financial and resource, and develops project plans. Gain approval for the business and technical requirements.2. Coordinate the formulation and definition of scope and objectives in collaboration with key stakeholders and subject matter experts, a majority of which will be technical in nature.3. Document and define project scope.4. Create, monitor and update detailed project plans.5. Establish work breakdown structures for each phase of the project.6. Direct and coordinate activities of project personnel, including outsourced staff, to ensure projects progress on schedule to the required quality and within budget.7. Identify, document, and assign project roles and reporting relationships.	

8. Provide performance feedback on service providers.
9. Monitor & communicate progress and deliver on the measurables throughout the project process, especially the end result. Produce plans and tasks and delegate to relevant working parties and maintain communication to ensure achievement of goals.
10. Utilise project management tools, systems and methodologies to ensure the best chance of project success.
11. Manage multiple projects at varying stages and with varying levels of involvement, whilst managing own work load with a dynamic list of tasks and prioritising to meeting multiple deadlines.
12. Challenge process by considering new ideas and implementing change where needed.
13. Act as a change advocate ensuring the wider vision and purpose is communicated and understood, and maintaining a positive approach to new styles of working.
14. Share best practices and learning opportunities to wider interested parties throughout the process and as part of the evaluation process at the end of a project.
15. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.

Section 4: Person specification

Knowledge, skills and experience required:

Essential

- Demonstrable experience in a Project Management role
- Experience working to multiple and/or tight deadlines, often under pressure
- Evidence of delivering successful projects in line with specification
- Proficient in Jira, Confluence, Microsoft Office
- Excellent Communication skills & Stakeholder management.

Desirable

- Experience of project management in a software development environment
- Experience of Agile, Waterfall & Hybrid project methodologies
- Experience in a B2B industries and/or software development.

PenCarrie Values

We're dedicated to customer success.

- Everyone of us can make a difference to our customers' experience.
- We actively look for ways to help our customers succeed.
- Our customers are considered in every decision we make.

We build strong and respectful relationships.

- We create a kind, safe and inclusive workplace where everyone feels they can thrive.
- We collaborate to find solutions and build ideas.
- We're prepared to have the difficult conversations, giving and receiving feedback.

We look forward and embrace change.

- We're bold, brave and inspirational.
- We look up, look out and look forward.
- We anticipate and embrace change.

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We're proud of everything we do.

- We strive to improve in everything we do.
- We celebrate our achievements.
- We all have a voice.
- We know our priorities and implement with conviction and pace.

We grow responsibly.

- We use our resources wisely.
- We're clear and transparent in our communications to all our stakeholders.
- We're committed to reducing our environmental impact.
- We give back to your communities.



Section 5: Job description prepared by:

Job title: Business Change Manager

Date: August 2023