|  |
| --- |
| Project Manager |
| Nest Service and Experience Change. |
| Nest Experience |

Organisational overview

Nest is a great government delivery success story. Established in 2010, Nest has been a critical pillar of the government’s automatic enrolment programme, with a public service obligation (PSO) to accept any employer wishing to use the scheme to discharge their automatic enrolment duties.

From a standing start, we have delivered a high quality, low cost pension scheme, open to all, which has not only delivered on its mission, but helped to drive up standards and best practice across the industry. Now with over 6 million members, Nest is playing a critical role in helping people save for their retirement many of them low to moderate earners who may be saving for the first time and moving jobs frequently.

Nest now occupies a place in the market as a major Master Trust, a sector that has grown following the introduction of automatic enrolment and that we believe has great potential for delivering pensions to mass market consumers for many years to come, leveraging scale to offer low cost, modernised services in the context of strong Trustee governance.

To best serve our diverse customer base, it’s important that Nest has an equally diverse workforce and   
promotes an inclusive culture. This is in line with the organisation’s values and ensures that Nest is a corporation fit for the future.

Departmental overview

The Nest Service and Experience Change Programmes team is responsible for ensuring that technology, service, organisational and operational change is implemented in a controlled, timely and commercial manner.

Responsibilities include:

* Programme & Project Delivery
* Programme & Project Planning and Tracking
* Programme & Project Reporting
* Issue and Risk Management
* Change Management
* Quality Assurance
* Configuration Management

The team also support the CEO and Executive Committee with preparation for various boards and other governance functions.

Scope and deliverables

|  |  |
| --- | --- |
| Key areas | Role deliverables |
| Accountability | * The principle accountability for this role is to work with business stakeholders, lead project managers and programme managers in the delivery of project control processes, projects, or workstreams for a range of projects. * A Foundation Project Manager would be expected to independently execute this accountability for smaller, more straightforward projects, or with appropriate support, as part of a larger project management team, for larger, more complex projects or programmes. * They will be expected to be confident in project management practices and able to demonstrate exemplary ways of working. There will not be line management responsibility for this role. |
| Deliverables | * Depending on scale of the project the Foundation Project Manager will be expected to perform the following, either independently or as part of larger project management team with appropriate support:   + Reporting and governance – provide updates into central PMO functions as required and into relevant governance forums. Participate in forums as required to share and discuss progress.   + Governance – depending on the scale and complexity of the project, establish delivery or working groups as required to engage with stakeholders to monitor progress.   + Ensure viable and practical vendor, supplier and Nest plans are developed and agreed, and ensure ongoing monitoring is in place to track their deliverables.   + Lessons learnt – review historical projects where applicable to ensure past learning is applied to initiated projects and capture learns learnt throughout the lifecycle of the project.   + Configuration management – ensure all artefacts are stored in agreed document management platforms / SharePoint and are baselined with appropriate version control.   + Manage resource availability as required.   + Take responsibility for the end-to-end delivery of assigned work, following an agreed set of principles and procedures within the project lifecycle.   + Support Lead Project Managers, Programme Managers and business stakeholders in helping to define potential solutions in response to business issues and opportunities.   + Day to day RAID management (risk, assumption, issue and dependency).   + Ensure projects or workstreams are delivered in line with NEST approved methodologies.   + Collaborate with Lead Project Managers, Programme Managers and other Programmes staff in the delivery of other key department objectives. |
| Relationships and autonomy | * This role will be required to interact with stakeholders across areas of NEST and with other third parties, including our scheme administration providers * This interaction will happen at most levels including up to Heads of Department * This role will have a medium level of autonomy on a day-to-day basis * Work with project management colleagues to manage delivery plans to agreed parameters (timescales, budget etc.). * Make appropriate use of escalation pathways * Gain and maintain buy-in and confidence from project team members and day to day stakeholders, always maintaining productive 2-way communication and effectively managing expectations. |

Role requirements

Experience and technical skills

The employee will be able to demonstrate the following experience and technical skills:

* Demonstrable experience of having delivered key project control processes and / or small projects/ workstreams with some level of delegated autonomy

Experience of managing stakeholders and resources in a project environment

* Experience of working in a structured and demanding project management environment while interacting with different levels of the business
* Experience of managing competing priorities and demands
* Experience of managing data projects will be a bonus

Personal attributes required

The role will require someone with the following personal attributes:

* Comfortable working at across most levels of the business and able to work successfully with a wide range of stakeholders
* Excellent organisational skills
* Strong attention to detail
* Flexible with a positive attitude
* Strong interpersonal & communication skills.
* Team player
* Comfortable working in a demanding and ever-changing environment.
* Focused with strong work ethic
* Good time management and able to work to deadlines
* Eager and quick to learn

Differentiators

This is an exciting, high profile role for new or junior project managers to grow their skills. The Programme Management team plays an important role in contributing to the evolution of NEST Corporation, and the Project Manager will play a part in contributing to its success.

A demanding but rewarding position, the Project Manager will have the opportunity to work with, and learn from, a supportive, experienced, qualified and professional team. The Programme Management team deliver to a high standard and the successful candidate will be expected to work to the same level and to contribute to maintaining a high level of performance across Programmes. Individuals with the necessary skills, team spirit, initiative and drive will thrive in this environment. In exchange for hard work, a flexible and commercial attitude and a willingness to do what it takes to get the job done, there will be ample opportunity to learn new skills and to hone your existing ones.