

|  |
| --- |
| Lead Project Manager |
| Programmes |
| Nest Experience |
| **Grade:** 2T |

# 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 pension programme, with a public service obligation to accept any employer wishing to use the scheme to discharge their automatic enrolment duties.

Now with over 8 million members, our award-winning pension fund is tailored to members’ requirements by combining extensive research and an expert understanding of their needs. First-class investment practice and governance are the backbone of our organisation. We invest responsibly and sustainably and are always transparent about the choices we make. It is both a privilege and a responsibility to help each of our members achieve the retirement they want.

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/Directorate overview

|  |
| --- |
|  |
| The Lead Project Manager role is a member of the Scheme Change Programmes Team, which is responsible for ensuring that technology, service, organisational and operational change is implemented in a controlled, timely and commercial manner. The team is part of the wider Change Programmes & Service Management Directorate, led by the Chief Operating Officer.  Scheme Change Programmes’ responsibilities include:   * Programme & Project Delivery * Programme & Project Planning and Tracking * Programme & Project Reporting * Issue and Risk Management * Change Management * Quality Assurance * Configuration Management * Project Management guidance and support across NEST   The team also support the CEO and Executive Team with preparation for various boards and other governance functions. |

# The role

|  |
| --- |
|  |
| We are looking for a diligent experienced Lead Project Manager who could quickly integrate in the team and with the wider stakeholders. It would be an advantage to have previous experience in Data platform build projects and some knowledge of data engineering concepts.  The successful candidate with form part of the delivery of the Service Experience and Technology Transformation programme (SETT) which seeks to transform the services we provide to our members alongside our Scheme Administration partners, TCS. A new Scheme Administration contract with TCS commences from July 2025 and currently the team are managing an implementation programme which will shape the way we work with TCS and deliver services to our members for the foreseeable future. Also, the candidate will be involved in the delivery of projects arising from the Nest Corporate Strategy. |

# Scope and deliverables

## Accountability

|  |
| --- |
|  |
| * The principle accountabilty for this role is to work with business stakeholders in the creation and delivery management of any of the following, as appropriate; * A portfolio of small projects * Larger, individual projects * Workstreams on larger, more complex project * Examples include: * The end-to-end delivery management of the NEST Annual Report and Accounts * The end-to-end delivery management of a full rewrite and deployment of a substantial subset of NEST’s public facing website * The end-to-end management of the design phase of a major service release to NEST’s transaction systems * Project management of security projects to manitain security controls within the operational environment * They will be respomnsible for managing project teams on a matrix basis, across organisational, contractual, cultural and geographic boundaries. They may also be asked to line manage analysts and junior project managers. * They will be expected to be exemplary Project Managers and could be asked to mentor more junior members of staff. They will receive a high level of delegated and will be expected to manage and run their projects or workstream within the Programmes’ governance framework. * They will be expected to contribute to consistient and effective delivery of change management, risk management and project management processes. |

## Deliverables

|  |
| --- |
|  |
| * Take responsibility for the end-to-end delivery of assigned projects or workstreams (from pre-project/ start-up to close) ensuring viable and practical plans are developed and delivered in a controlled manner. * Stakeholder engagement and management; gaining and maintaining buy-in and overcoming resistance * Supporting business stakeholders in defining potential solutions in response to business issues and opportunities * Risk and issue management * Manage delivery plans to agreed parameters (timescales, risks, assumptions etc) * Make appropriate use of escalation paths * Ensuring projects or workstreams are delivered using only NEST approved methodologies * Build and maintaining and engaged and motivated project team * Could include line management and mentoring responsibilities * Support programme director and other programmes staff in the delivery of 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 Service Partner, Tata Consultancy Services (TCS). * This interaction will happen across all levels including Heads of Department and members of the ET * This role will have a high level of autonomy on a day-to-day basis |

# Role requirements

## Experience and technical skills

|  |
| --- |
|  |
| The employee will be able to demonstrate the following experience and technical skills:   * Demonstrable high levels on programme and external supplier/ service management capability, specifically in complex environments   Experience of delivering complex change across workstreams within a large programme, or, managing the delivery of multiple individual projects   * Experience of working in a structured business project management environment and in a demanding business environment * Experience working with significant scale offshore service providers an advantage * Experience working on data platform build projects, including some knowledge of data engineering concepts would be an advantage * Ideally should have stakeholder management experience with data engineers and data analysts, with a familiarity for what they do * Experience with transformational change, including people and process changes required to ensure success of technical change * Impeccable communication skills including the awareness of the importance to maintain stakeholders at different levels informed * Awareness of the working needs in a regulated environment including the importance to maintain a high level of auditability evidence of decisions made |

## Personal attributes

|  |
| --- |
|  |
| The role will require someone with the following personal attributes:   * Comfortable working at senior management level and able to work successfully with a wide range of stakeholders * Excellent organisational skills with attention to detail in planning and reporting * Flexibility and rigour * First class interpersonal & communication skills * Team player, confident and willing to challenge, able to manage conflict * Solution-orientated, with a focus on getting the job done * Comfortable working in a demanding and ever-changing environment * Able to deal with the ambiguity and to make quality decisions even when under pressure * Strong work ethic including time management and the ability to work to very tight deadlines * Eager and quick to learn * Good facilitation skills |

## Differentiators

|  |
| --- |
|  |
| This is an exciting, high-profile role for existing project managers to grow their skills. The Programme Management team is key to the successful development of NEST and the Lead Project Manager plays a key role. A highly demanding but rewarding position, Lead Project Managers will have the opportunity to work with, and learn from, a supportive, experienced, qualified and professional team. The Programme Management team must deliver excellent quality of work and the successful candidate will be expected to work to a high standard and 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. |

## Working pattern

|  |
| --- |
|  |
| * Full time * Hybrid working (Home and office) * Can consider flexible working patterns * Occasional travelling might be required |

## Grade Descriptor

|  |
| --- |
| 2 |
| Grade 2T – Grade 2 |

|  |  |
| --- | --- |
| Nest Corporation  10 South Colonnade  Canary Wharf  London, E14 4PZ  [nestpensions.org.uk](https://www.nestpensions.org.uk/schemeweb/nest.html) |  |