

Job Title: Project Manager

Service: Operations

Reports to: Director of Service and Support

Direct Reports: N/A

About The Role

The Project Manager has a high impact role to lead the strategic expansion of SIG's services. The post holder is responsible for leading and coordinating the end-to-end planning and implementation of multiple projects, ensuring they are delivered on time, within budget, and to the highest quality. The postholder will work alongside various stakeholders, internal and external to replicate the success of our current services, taking the wins and implementing this into the running of the new services.

The Project Manager will work in collaboration with other departments to influence and implement specific projects, policies and procedures to meet our objectives, supporting with transfer, mobilisations, growth, and developments of our service delivery. They will create strategic direction for the teams, and support with building and maintaining strategic relationships and partnerships with key stakeholders.

About the Post Holder

The post holder will be a strategic thinker with proven leadership and project management skills. They will be able to manage the set up and running of new services. They will have a proven track record in delivering complex, multi-site projects, ideally within the public or voluntary sector. They will bring a structured and methodical approach to project delivery, ideally underpinned by a recognised qualification, and will be adept in managing multiple workstreams, stakeholders, and deadlines simultaneously.

The post holder will share the values we hold as an organisation and bring these to life within everything they do. They will understand and be able to demonstrate the importance of delivering safe and secure services for our residents and participants, supporting teams to deliver their contractual obligations. They will understand risk management, governance, and compliance within residential settings. They will be proactive and adaptable, able to use their own initiative to resolve challenges in a solution focused manner.

The post holder will be able to communicate effectively with people from different backgrounds, respecting equality, diversity and inclusion, confident working in the social care setting and can be compassionate, supportive, and empowering to others.

Key Responsibilities

CONTRACT MANAGEMENT

- Lead the overall project in establishing new services within our portfolio, ensuring alignment with internal objectives, and those from our commissioners.
- Lead on the successful mobilisation for new projects by the provided deadline.
- Ensure the process of mobilisation aligns with strategic objectives and contributes to long-term organisational growth and service excellence.
- Lead and support change management processes across the organisation, ensuring smooth transitions for staff, residents/participants, and stakeholders during mobilisation and decamp phases.
- Engage internal teams and frontline staff in the project vision and progress, fostering a culture of collaboration and shared ownership.
- Capture lessons learned throughout the project lifecycle and embed continuous improvement practices into future service development.
- Oversee procurement and performance of external contractors and suppliers involved within the process.
- Oversee and coordinate multiple interrelated projects, including but not limited to property mobilisation, decamp of existing services, building renovations, staffing, and service readiness.

PROJECT MANAGEMENT

- Develop full-scope project plans and associated communications documents which are readable, easy to follow, and have clear direction, for various audiences.
- Develop and maintain a comprehensive project plan, including timelines, milestones, budgets, and risk registers.
- Monitor and manage project related risks, issues, and dependencies, ensuring timely resolution and escalation.
- Lead and support all work stream leads to deliver their objectives to meet overall positive outcomes.
- Track project milestones and deliverables on an ongoing basis, record any discrepancies, potential crises, and risks, and find solutions and contingency plans to mitigate risk.
- Support with continuous improvement for the given project(s) and wider organisation, utilising market trends, data analysis, and feedback.
- Build, develop, and grow any business relationships vital to the success of the project.
- Maintain a live project risk register and ensure proactive mitigation strategies are implemented.
- Identify and allocate appropriate resources across projects, ensuring efficient use of time and budget.
- Escalate significant risks, issues, or changes in scope to relevant people in a timely and solution-focused manner.

PEOPLE CHANGE MANAGEMENT

- Manage the agreed organisational staffing design plan to achieve adequate and safe staffing teams to deliver contract specifications.
- Be a decision maker for staffing choices, consultation outcomes, hiring decisions, and other areas in relation to staffing for the new services, ensuring we meet our internal policies and ACAS guidelines and legal obligations.
- Provide high quality support, leadership, and line management to relevant staff, offering guidance, support, and advice to the team to support them to perform to the best of their abilities.
- Provide leadership to employees throughout the employee life cycle. This includes but is not limited to;
Recruitment, onboarding, inductions, probation reviews, support and supervision, employee relations, performance, learning and development, staff wellbeing and support, grievances, sickness, disciplinaries, retention and other areas which fall within the employee lifecycle.

REPORTING AND MONITORING

- Ensure effective governance, reporting, and communication across all project components.
- Define success metrics and ensure robust monitoring and evaluation frameworks are in place.
- Provide regular, high-quality reports and updates to the Senior Leadership Team (SLT) including but not limited to progress, key milestones, proposals, budget status, risk management, and strategic alignment.
- Prepare and present project dashboards, highlight reports, and exception reports to inform decision-making at executive level.

AUDIT, COMPLIANCE, AND RISK

- Work alongside relevant teams to ensure all new services across the organisation meet regulatory, safeguarding, and operational standards before they go live.
- Ensure all project documentation, decisions, and processes are audit-ready and aligned with governance frameworks.
- Regularly undertake audits against key quality and risk standards, and ensure all actions and improvements are acted on within required timeframes.
- Ensure policies and processes are created, updated, and follow correct safeguarding and risk management protocols and procedures.

FINANCIAL MANAGEMENT

- Estimate and create proposals for the financial and non-financial resources required to achieve project goals.
- Draft and submit budget proposals and recommend subsequent budget changes where necessary.
- Take ownership of project budget, promoting and managing effective cost control mechanisms.
- Support with the annual review of contracts with management teams and/or other relevant stakeholders internally and externally to ensure the service budgets are adequate to meet the needs of the contracts and any associated risk.

- Ensure budgets and performance against KPI's, support with achieving financial targets. Create and manage reporting formation for the area.

ADDITIONAL RESPONSIBILITIES

- Create, develop, and maintain effective working relationships with internal and external persons and agencies, always advocate for operational growth and build local networks as necessary.
- Build and manage effective relationships across the organisation and ensure consistent communication, whilst upholding and advocating SIG's values, policies, and procedures. Work collaboratively with internal and external stakeholders to drive ongoing improvement to the organisation in line with best practice.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification

Qualification and Experience:	Rating
Proven experience in project/programme management, ideally in public sector or voluntary sector	Essential
Proven experience in delivering complex, multi-site projects which involve property, service mobilisation, and stakeholder engagement	Essential
Previous experience and a good understanding of Criminal Justice Services, ideally Independent Approved Premises	Essential
Relevant Qualifications including: PRINCE2, APM, Managing Successful Projects (MSP), or equivalent project management qualification	Desirable
Previous experience in budget management and financial oversight	Desirable
Skills and Abilities	
IT proficiency, including Microsoft Office, and the ability to navigate and learn new case management systems and other types of organisational software	Essential
Ability to manage projects from planning, execution, and oversight of projects to ensure they are completed on time and within budget	Essential
Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment, without compromising on deadlines	Essential
Ability to work collaboratively across multidisciplinary teams to encourage positive outcomes	Essential
Understanding of safeguarding, risk management and compliance in a residential or criminal justice service environment	Essential
Ability to review large amounts of information and research materials to inform decisions	Essential
Proactive in making decisions to deal with challenges and providing a solution focused approach using initiative	Essential
Ability and willingness to work flexibly across multiple locations for site visits as required	Essential
Ability to confidently influence and negotiate positive outcomes with others	Essential
Attention to detail in all areas of work including written and oral communication	Essential
Ability to work with confidential information, and maintain accurate records and reports	Essential
Excellent communication skills, both written and oral. Ability to form and build effective relationships and rapport with others	Essential
Personal Characteristics	
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Trauma-informed, non-judgmental approach to overcome barriers and achieve goals with self and others	Essential
Sensitivity and empathy for others, an understanding and genuine care for what we do at Social Interest Group	Essential
Ability to lead by example and share the values in which we uphold at SIG	Essential