ROYAL COLLEGE OF
PHYSICIANS AND
SURGEONS OF GLASGOW

Job Description

Section 1 Description

Job Title: Project Manager

Grade: Grade 6A

Location: 232 – 242 St Vincent Street, Glasgow

Reports To: Deputy Head of ICT

Date: August 2025

Section 2 – Job Purpose

The Project Manager will primarily be responsible for the development and successful delivery of College's ICT projects. This will include overseeing project delivery including quality of end product, timescales and budgets, and ensuring sufficient training where necessary for the wider organisation; ensuring internal technical and non-technical staff, and 3rd party providers in each project team are appropriate for successful delivery; managing the work of each project team; managing project risk registers and actively anticipating and mitigating all material project risks; and ensuring adherence to College's project management processes.

In addition, the Project Manager is responsible for developing and implementing good project management practice throughout College.

Section 3 – Organisation Chart
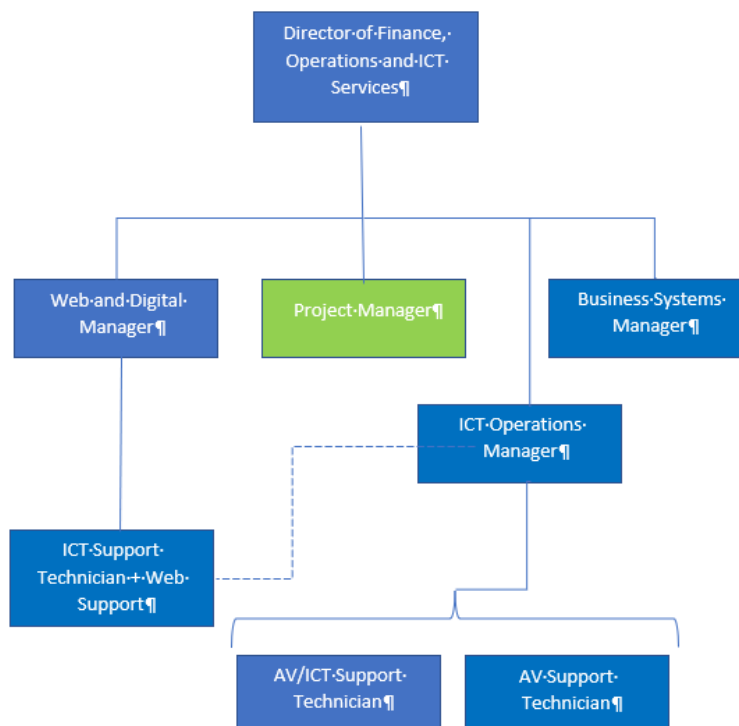
Section 4 – Job Dimensions

- Responsible for capital budgets of high six figures.
- The post holder will be responsible for managing the delivery of all business application and digital transformation projects from scoping through to implementation.
- Projects will range from organisation wide digital transformation to specific departmental ICT initiatives.
- Liaison with both internal and external stakeholders. Internal stakeholder liaison at CLT and CSLT as well as including staff at all levels from CLT down. This is particularly important to ensure successful project delivery.
- External stakeholder liaison will include all College's current and potential external ICT service providers and frequently be at a senior level
- The post holder will be responsible for managing multiple project budgets simultaneously, with individual project costs varying from four to six figures.
- Assist in enhancing personal development of the ICT team with training of designated software.

Section 5 – Main Responsibilities and Role

The Project Manager will be responsible for the delivery of Business Software and other ICT related projects:

- Responsible for creating and updating project plans, which includes tracking upcoming deliverables and working with project participants to ensure the completion of project milestones and tasks.
- Liaise with Senior Management to review timelines and secure additional skills, resources and/or assets to keep projects on target.
- Through provided training and own research acquire and maintain sufficient operational and functional knowledge of line of business applications and services in order to specify the skillsets, resources and assets required to successfully deliver projects.
- Gather business, system, and functional requirements on a per project, or initiative, basis to ensure all requirements are captured and the desired business outcomes are achievable by conducting detailed interviews with business users, stakeholders, and subject matter experts (SMEs).
- Engage with senior business unit staff to acquire staff resources, and other assets, into defined project teams.
- Report on project progress to board and staff committees.
- Support, organise and schedule project team activities as and when required and help project team members plan their tasks & activities efficiently within initiatives/projects.
- Work with cross-functional teams on technical issues and ensure that UAT and regression testing is complete for all new releases.
- Ensure that training materials are available and staff are suitably trained before new, altered and/or improved functionality is transitioned to the live environment.
- Continuously develop and improve project management policies and practices and ensure that policies and practices are adhered to.
- Ensure communication is appropriately managed to and from the project teams, stakeholders and the business user community during project lifetime.

- Identify, highlight and communicate to key stakeholders risks and exceptions that may jeopardise successful project delivery.
- Produce documentation or artefacts directly relating to projects and co-ordinate with other staff to pull together minutes, status updates etc. from project related tasks and activities in to reports and dashboards.
- Ensure projects or initiatives are validated to ensure they are properly scoped, add value to the business and meet all the desired outcomes and staff expectations.
- Lead ongoing development and improvement of Project Management processes within College
- Identify inefficiencies within the Project Management process and take corrective action to improve efficiency and quality of the all ICT related project implementations. There may be a requirement within the role to assist with projects outside ICT.
- Budget responsibilities for departmental functional costs

Section 6 – Planning and Organising

- Meticulous planning and organisation skills are required to ensure key responsibilities delivered timeously.
- The post holder will be responsible for the medium-term planning required for multiple project requirements and be adept at prioritising workload in a constantly shifting environment with complex demands.
- The post holder will be responsible for coordinating both the ICT team and wider College team resources required to deliver projects.
- The time horizon for the planning is likely to extend from 6 to 12 months.
- The post holder will be required to plan & organise their own and project teams' workloads to ensure projects are delivered on time.
- Procure and deliver cross College training for new and existing applications.
- Outlining and specifying procedures for executing change management processes

Section 7 – Decision Making

- Responsible for making significant decisions regarding the progress of projects, and able to identify when decisions require consultation with project sponsors. Determine the priority and necessity of the gathered business requirements
- Determine skillsets, resources and assets required for successful project delivery
- Challenge traditional thinking to ensure maximum value from change projects
- In collaboration with project stakeholders identify and agree the resources and skills needed for the project and allocate accordingly
- Determine if changes or new work processes are acceptable
- Establish and create realisable project plans that are aligned to existing business objectives, gaining confirmation of aspects from shareholders when required.
- College wide pre and post project analysis, ensuring lessons learned and actions identified are disseminated throughout the organisation.

Section 8 – Knowledge, Experience and Skill Set Required

- Formal Project Management Qualification (e.g. Prince2 Foundation, PPM, Agile Scrum Master)

- Project Management experience
- Self-motivated, holds high level of accountability for themselves
- Demonstrated analytical, problem solving and planning skills
- Demonstrated written and verbal communication skills
- Commercial awareness at a project level
- Enthusiastic about information technology with an ability to grasp technical concepts
- Committed to personal excellence, ethical behaviour, and integrity
- Excellent planning and resource management skills
- Understanding and management of Project Change
- Excellent report writing and analysis skills
- Excellent understanding of project applications / tools such as MS Project, Asana, Visio, PowerPoint, Word, Excel etc.