Job Description – Project Manager

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|  Department | Change  |
| Grade  | 12 |
| Reporting to  | Lead Agile PM  |
| Direct reports (yes or no) | No |
| WTW Code  | ACD018 P3 12 |

| Job Purpose  |
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| MIB has an extensive and varied roadmap of delivery to meet the needs of its diverse external and internal customers, including insurers, government departments, the police, and the public. This expanding backlog requires a seasoned project manager to take ownership of end-to-end delivery of customer-focused, data-driven projects aligned to the organisation’s strategy. Your work will directly contribute to supporting fair outcomes in the motor industry, helping victims, and improving road safety and customer outcomes across the UK |

| Key accountabilities  |
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| * **Drive Strategic Alignment**: Ensure that all project outcomes align with MIB’s strategic objectives and translate delivery into measurable benefits, supporting the organisation’s mission and customer impact
* **Champion User-Centred Design:** Embed user-centred design and service thinking within delivery to ensure changes enhance the end-to-end experience for customers and stakeholders
* **Lead Data-Driven Transformation:** Manage projects involving data migration, data governance, and digital transformation, ensuring high data quality and supporting modernisation objectives
* **Supplier and Stakeholder Management:** Effectively manage third-party suppliers and complex stakeholder landscapes, including regulators and industry bodies, ensuring clear accountability, effective collaboration, and alignment with MIB’s objectives
* **End to End delivery:** Lead the end to end delivery of complex IT and business change projects of varying sizes, adhering at all times with the MIB’s delivery framework.
* **Project Progress:** Clearly articulate project progress to stakeholders
* **Create and manage plans:** Support the delivery of the project, considering time, cost and quality constraints
* **Team ceremonies:** Setup and run and forums promoting transparent communication and collaboration
* **RAIDD control:** Identifies and resolves issues, assesses and mitigates risks, manages interdependencies between workstreams - drive decision-making and remove obstacles. Ensure that options are well explored and the consequences of each action are well-understood
* **Collaborating with Stakeholder:** to gather and prioritise requirements, ensuring at all times their delivery is managed through effective and continuous communication channels
* **Project readiness:** Creates the readiness plan in conjunctions with the business and external stakeholders.
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| Role requirements  |
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| * **Strategic alignment:** Ability to translate delivery into measurable business value
* **Ways of Working:** Proven experience of working in Waterfall, Scaled Agile, Scrum, Kanban
* **Organisational Skills:** Ability to manage complex projects, allocate resources effectively, and ensure tasks are completed on time
* **Clear Communicator:** Skilled at conveying ideas, updates, and requirements effectively across all organizational levels to ensure openness and alignment. Clearly articulate project progress and escalations to project sponsors, Value Stream leads and Executive Committee members
* **Proactive Risk Management:** Experienced in spotting potential issues early, evaluating impacts, and implementing effective mitigations
* **Conflict Resolution:** Ability to resolve team disputes constructively, maintaining a collaborative atmosphere that enhances performance
* **Adaptive Leadership**: Capability to adjust leadership style based on the team's needs, encouraging autonomy and self-organisation
* **Collaboration**: Proven ability to collaborate with outside suppliers to represent MIB in a professional
* **Customer Focused:** Dedicated to understanding customer expectations and aligning efforts, driving customer satisfaction and collaboration. Putting user experience at the heart of human-centred delivery
* **Decision-Making**: Strong analytical skills to evaluate options and make sound, timely choices that support project and business goals
* **Data Driven Transformation**: Experience of data driven projects within regulated environments
* **Finance and resource controls:** A demonstrable understanding of budget management and efficient resource control
* **Project Readiness:** Ensures the project includes appropriate provision to achieve the required quality of data and that functional and non-functional requirements are appropriately fulfilled. Robust migration strategy developed and approved by the correct stakeholders
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