APOLLO MEDICAL SOFTWARE SOLUTIONS LIMITED

Job Description

Project Manager

Author

Nicola Hammond

Group HR

JOB DESCRIPTION

Job Title: Project Manager

Base Location: Sunderland

Line Manager: Business & Service Delivery Manager

Department Manager: Business & Service Delivery Manager

Special Conditions: None Applicable

General

Apollo Medical Software Solutions Limited is an innovative IT solution provider delivering specialised data management services and software to the UK Health Care Market.

This job description is a guide to the work the post holder will initially be required to undertake. It may be amended from time to time to meet changing circumstances. It is expected the job description will be regularly reviewed by the post holder and his/her Department Manager.

Where appropriate and agreed, an amended job description will be produced or explicitly authorised by the Department Manager.

MAIN FUNCTIONS
The Project Manager has responsibility for:

- Working collaboratively with the Business & Service Delivery Manager.
- Managing the life cycle of multiple project activities during deployments including monitoring of project plans and ensuring appropriate resource availability to meet all key milestones.
- Managing client relationship and expectations throughout the project
- Managing transition of deployment of the solution into live service and working with the client to achieve user acceptance and deployment verification milestones.
- Internal reporting of project status and escalation of issues and risks

Specific Responsibilities

Project Management

- Attend regular meetings with the Business Manager
- Co-ordinate daily priorities with the relevant work groups
- Job scheduling and management from commissioning to data delivery
- Manage, monitor and provide highlight reports on all assigned projects
- Ensure all Project Documentation (PID), Project Plans , Quality Registers and RAID Logs are current for each assigned project
- Report and escalate to the Business & Service Delivery Manager and relevant Project Boards as required.
- Ensuring contractual agreements are upheld avoiding penalties incurred for late delivery of services and ensuring Apollo optimise on available revenues.

Customer Relations/Support

- Build and maintain relationships with clients, stakeholders and all third parties
- Offer field support as appropriate to Apollo customers
- Assist the support team to resolve incidents logged by Apollo customers
- Capture and escalate issues raised by customers to the appropriate department
- Assist the Business & Service Delivery Manager in the production and upkeep of commercial and stakeholder documentation.

SECONDARY FUNCTIONS

- Respond to requests for information, advice and assistance from others as required
- Deputise for Business & Service Delivery Manager when requested.
- Conduct any other duties commensurate with the role
- Undertake any other duties and responsibilities as required by the Business & Service Delivery Manager and/or Managing Director.

PERSON SPECIFICATION

Knowledge, Training and Qualifications

	Knowledge, Training and Qualifications	Desirable	Essential
1.	Appropriate Project Management qualification (Prince2) or equivalent knowledge acquired through experience and training/development to include full project lifecycle experience.		√
2.	Have knowledge and/or experience in using a range of project management methodologies (e.g. Prince2, Agile, Waterfall, and Scrum).	√	
3.	Ability to managing day-to-day tasks, developing and implementing effective programme delivery		√
4.	Able to prepare and disseminate reports and presentations		√
5.	Be self-starting and be able to work independently when required.		√
6.	Take responsibility for their own work and be able to deliver according to tight project timescales.		√
7.	Show strong written and verbal communication skills, with an ability to clearly communicate complex issues.		√
8.	Be a dynamic, clear and flexible thinker with a focus on detail and accuracy.		√
9.	Ability to develop risk, resource and contingency plans		√
10.	Experience of working within the NHS or with Primary Care.	√	
11.	Highly numerate with a keen eye for details and a passion for accuracy in written and financial reports		√
12.	Good oral and written communication skills with an ability to engage effectively with a range of stakeholders, both within and outside the organisation.		√
13.	Discretion in the handling of sensitive and confidential information.		√
14.	Ability to use standard Microsoft packages and a proven track record of Prince2 methodologies	√	
15.	Flexible attitude to working environment and ability to work as part of small an dynamic team		√
16.	Enhance, develop and monitor project management systems		√