Technical Project Manager

Reports to	Business Services Director
Department	Business Services
Contract	Fixed term 0.6 FTE, start date of January 2021 through to August 2021
Salary	Circa £35k per annum, pro-rata to 0.6 FTE for length of contract
Location	The role will be remote, though some in-person meetings may be required once restrictions lift.
Application procedure	Send CV and cover letter outlining how you meet the person specification to laura.underwood@futurefirst.org.uk by 8 January 2021, 5.30pm. Applications will be reviewed on a rolling basis and an appointment may be made before the close date, so you are advised to apply early.

About the role

We are embarking on an exciting technical project that will revolutionise the way we work with schools, students and volunteers. We believe in the power of role models, and specifically the potential of individuals to raise the motivation, confidence and life chances of students at their old school or college. Historically, this has mainly been through in-person intervention, such as workshops and career talks. However, we want to connect even more schools and young people to their alumni, and we know that going digital will help us grow our reach and impact.

We are working with another organisation that champions role models to build on an existing platform in order to create a product that will be used regularly by schools, alumni volunteers and young people. We want to create something that people want to use again and again, that facilitates the formation of an online community, and most importantly, helps young people build connections and inform themselves about the opportunities available to them.

We are beginning development in January 2021, to be overseen by a project board and steering group with members from both organisations. We are looking for someone who can manage the project day to day, effectively representing our users and ensuring the sprints are delivered on time to a high standard.

This is a brilliant opportunity to work with a small but ambitious charity and share your experience and insights to create a product that will support young people across the country.

Duties and responsibilities

- Ensure project delivered on time to quality, scope and budget, and promptly escalate issues to the project board and/or steering committee
- Work closely with Developers to ensure clear understanding of requirements and to address queries promptly to avoid blocks to progress

- Attend project board and steering committee meetings, sharing insight and recommendations
- Support with scoping features, producing user stories and user journeys where required
- Undertake quality assurance of all features
- Maintain oversight of project risks and issues and ensure mitigations in place and updated as project progresses
- Ensure project budget reviewed regularly and kept up to date
- Liaise with users to understand requirements, relay these to Developers and ensure they are embedded
- Support with the organisation and delivery of user testing
- Ensure effective governance arrangements are in place throughout the project

Person specification

Essential criteria

- Significant experience in supporting and delivering digital products and services
- A good understanding of project management in a software development environment, including a good working knowledge of agile practices and working in sprints
- Solid understanding of data and data protection requirements
- Experience integrating with third party systems
- Ideally, experience supporting set up of Salesforce integration
- Confident working with a range of stakeholders, adapting communication to audience and understanding the needs of different users
- Strong communication skills, both written and verbal
- Good interpersonal skills: someone who can negotiate and find a way forward towards the best possible outcomes
- Extremely organised, can manage own workload independently and effectively keeps others on track
- Ability to effectively problem solve and take the initiative, but also knows when to escalate
- Interest in education, voluntary organisations, and social mobility, with enthusiasm for the intended project outcomes and willingness to go above and beyond to ensure the product is the best it can be

Desirable criteria

- Knowledge of the user needs of those working in the UK state education system and/or with voluntary organisations