



SQE Project Manager: Business Operations

Location: London, Highbury Islington, Spring House

Reports To: SQE Programme Manager

Direct Reports: NA

Primary Objectives:

- Lead the implementation of operational projects in line with the needs of the SQE programme as identified by the SQE Programme Manager
- Establish robust plans, ensure critical dependencies are understood and well managed (while ensuring all obligations under the SQE contract are met)
- Identification of resourcing needs where appropriate
- Management of end to end delivery, working with appropriate Kaplan teams, SQE colleagues, sub-contractors and other stakeholders as and when needed
- Monitor and deliver performance against the project plans, taking mitigating action for identified risks and ensuring clear escalation for issue resolution
- Maintain effective and productive relationships amongst all key stakeholders and contributors
- Assist SQE Programme Manager in the delivery of the programme

Responsibilities:

Deliver Change

- Scope, plan, organise, co-ordinate the complexity of change associated to the introduction of SQE operations
- Responsible for internal communication, reporting and management of project information
- Development of all appropriate project documentation for the benefit of internal/external stakeholders

Stakeholder Management

- Develop productive working relationship with stakeholders and consult regularly to ensure they remain engaged and informed
- Facilitate workshops between business stakeholder groups as appropriate
- Partner IT BA and Project Manager to ensure business FR/NFRs are clearly articulated, understood and mapped correctly where appropriate
- Work with other Kaplan or sub-contractor entities to ensure full understanding of business requirements, operational processes are documented and clearly articulated



Implementation

- Develop and maintain requirements documentation standards.
- Drive requirements review with technical teams to evaluate solutions and ensure stakeholder approval to implement.
- Lead the project through the life cycle of the plan
- Provide regular reporting updates to SQE Programme Manager

Deployment

- Support team members to co-ordinate releases to staging and production environments
- Ensure training, support handover and key feature documentation is delivered

Essential Skills and Competencies:

Planning & Organisational

- Manage teams project delivery through the full SDLC
- Elicit requirements for large projects
- Create business plans and documents using industry standard methods
- Competent in evaluating and identifying process improvements versus system changes using a structured methodology.
- Effectively work with remote teams
- Competent in writing test driven requirements
- Ability / Experience in delivering in an integrated systems environment
- Responsible for identifying, managing and communicating project risks and issues
- Self-starter and self-organiser and customer / end user delivery focused
- Strong multi-tasker
- Supports team delivery of full implementation and solution adoption

Person Specification:

- 5 years' experience in developing and managing the delivery of a team of business analysts working within a multiple project/programme frameworks
- Comfortable initiating new projects at all levels
- Able to influence stakeholder decisions and negotiate up to C level
- Skilled at uncovering true business need, identify solution options and presenting proposals
- Strong communication skills – both written and verbal
- Target driven and focused on owning the team's solution delivery timeline
- Team player and able to work collaboratively with and through others
- Drive, creativity, positivity and tenacity
- Able to travel if required

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