



Job Title: Senior Project Manager

Grade: 8

Salary: £50,253 to £56,535 per annum, pro-rata if part-time

Department: Digital Services

Hours/Contract: Full-time or job share, permanent

Job Family: Management and administration

Reference: 13098

Role Purpose

The Project Manager will provide senior-level project leadership within Digital Services, responsible for delivering key operational and strategic initiatives aligned to the University's Digital Strategy and institutional Masterplan.

The role will lead high-complexity projects that have cross-institutional impact, ensuring structured, disciplined delivery through effective governance, stakeholder engagement, and risk management. Projects will typically involve significant business change, system implementation, process transformation, and integration across professional service and academic areas.

Main Duties and Responsibilities

- Lead end-to-end delivery of strategic and operational projects aligned to the University's Digital Strategy and Masterplan
- Establish and maintain robust governance, reporting, and assurance structures
- Manage project scope, timelines, resources, budgets, risks, and dependencies
- Engage and influence senior stakeholders across academic and professional services areas
- Coordinate internal teams and external suppliers to ensure controlled and effective delivery
- Ensure change impacts are understood and managed to support successful implementation
- Contribute to continuous improvement of project management standards and delivery practices within Digital Services

Internal and External Relationships

Builds and maintains strong working relationships across the University to enable successful delivery of strategic and operational change initiatives. Works closely with senior leaders, academic colleagues, professional services teams, and Digital Services staff to ensure alignment between business needs and delivery priorities.

Regular engagement is expected with stakeholders such as Heads of Department, Directors, Faculty representatives, service owners, business analysts, technical specialists, change leads, and governance boards. The role must be able to challenge constructively, influence decision-making, and build consensus across diverse stakeholder groups with competing priorities.





Acts as a key interface between Digital Services and wider University departments, translating strategic objectives into deliverable programmes of work and ensuring clear communication throughout the project lifecycle.

Develops effective working relationships with external suppliers, consultants, implementation partners, and third-party service providers. Manages supplier performance, delivery expectations, risks, and dependencies to ensure value for money and successful outcomes.

May represent Digital Services in cross-institutional forums, steering groups, procurement activities, and partnership meetings.

Planning and Organising

Responsible for planning, organising, and leading multiple concurrent projects or workstreams, often with complex dependencies, competing deadlines, and significant institutional impact.

Creates and maintains detailed project plans, governance schedules, resource forecasts, RAID logs, communication plans, and delivery milestones to ensure projects remain controlled and aligned to agreed objectives.

Prioritises activity across a portfolio of work, balancing strategic priorities, operational pressures, available resources, and emerging risks. Adjusts plans dynamically in response to changing business needs, issues, or institutional decisions.

Coordinates the contributions of multidisciplinary teams, ensuring clear ownership of actions, timely decision-making, and effective use of resources.

Plans and manages project governance cycles including board reporting, stage gate approvals, assurance reviews, and readiness assessments.

Ensures successful transition into business-as-usual operations through implementation planning, handover activities, benefits tracking, and post-project review.

Uses judgement and initiative to solve problems, remove blockers, and maintain delivery momentum in ambiguous or fast-moving environments.

Qualifications, Knowledge and Experience

Essential

- Degree qualified or equivalent professional experience in project management, business change, digital delivery, or a related discipline.*
- Significant experience of successfully delivering complex projects within a large and diverse organisation.*
- Proven track record of leading end-to-end project delivery involving multiple stakeholders, competing priorities, and cross-functional teams.*





- Experience of managing projects involving digital systems, technology implementation, service improvement, or organisational change.*
- Strong knowledge of recognised project management methodologies and frameworks (for example PRINCE2, Agile, MSP, APM, or equivalent).
- Demonstrable experience of establishing effective governance, reporting, risk, issue, and dependency management processes.*
- Experience of managing project budgets, schedules, resources, and third-party suppliers or delivery partners.*
- Strong understanding of change management principles and successful transition into business-as-usual operations.
- Experience of producing high-quality reports, business cases, and papers for senior leadership or governance boards.*
- Evidence of delivering measurable outcomes, service improvements, or strategic benefits through project activity.*

Desirable

- Professional project management qualification such as PRINCE2 Practitioner, AgilePM, APM PMQ, MSP, or equivalent.
- Experience of working within higher education, public sector, or similarly complex regulated environments.
- Experience of delivering projects linked to enterprise systems such as CRM, ERP, student systems, data platforms, or infrastructure refresh.
- Knowledge of procurement processes, supplier contract management, and tender activity.
- Experience of portfolio management, prioritisation processes, or PMO standards.
- Understanding of digital strategy, customer experience improvement, and service design principles.
- Line management, coaching, or mentoring experience.

Skills, Abilities and Competencies

Essential

- Excellent project leadership skills with the ability to drive delivery, maintain momentum, and achieve outcomes in complex environments.*
- Strong stakeholder management and influencing skills, with the ability to build credibility and productive relationships at all levels of the organisation.*
- Highly effective communication skills, with the ability to present complex information clearly and confidently in written, verbal, and visual formats.*





- Strong planning and organisational skills, with the ability to manage multiple priorities, competing deadlines, and changing requirements.*
- Excellent analytical and problem-solving skills, with the ability to identify issues quickly and implement practical solutions.*
- Strong decision-making skills, using sound judgement and evidence to make timely and effective recommendations.*
- Ability to manage risk, challenge constructively, and escalate issues appropriately where required.
- Commercial awareness and the ability to manage supplier relationships, contracts, and external delivery partners effectively.
- Ability to lead through change, supporting teams and stakeholders through transition and adoption.
- Strong attention to detail with a commitment to quality, governance, and continuous improvement.
- Ability to work independently, use initiative, and operate with a high degree of professionalism and accountability.
- Proficient in the use of project management tools, reporting tools, and standard digital productivity platforms.

Desirable

- Experience of coaching or mentoring project managers and contributing to development of delivery capability within a team.
- Knowledge of portfolio management approaches, prioritisation models, and benefits realisation techniques.
- Awareness of emerging digital trends, automation, AI, and data-led service improvement opportunities.
- Experience of working in matrix-managed environments without direct line authority.

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance





University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

