

## POSITION DESCRIPTION

<b>Position Title: Group:</b> Senior Project Manager	<b>Direct Manager:</b> GM Ops Performance	
<b>Budget Responsibility:</b> None	<b>Direct Reports:</b> 1	<b>Indirect Reports:</b> Nil

### WHAT YOU'RE HERE TO ACHIEVE

This role is primarily responsible for overseeing the PMO (Project Management Office) lifecycle framework within operations. This includes activating and maintaining the PMO, ensuring robust project governance, and standardizing project management practices.

As part of the Operations Performance team (Ops Per), this role also ensures the successful delivery of Ops-led projects by aligning them with strategic goals, achieving objectives within set timeframes, managing budget allocations, and delivering maximum value. Collaboration with cross-functional teams within Gallagher is essential to drive project success and operational excellence.

### WHERE YOU'LL FIT IN #TEAMGALLAGHER



### WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
SLT (Senior Leadership team) Operations, Steering Groups and Sponsors, IS (Information Services) leads, SME (Subject matter Experts), Business Process Owners, Change Manager, Learning and Development.	Strategic Partners.

## WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
<b>PMO Governance</b>	<ul style="list-style-type: none"> <li>• Lead the Operations PMO, defining structure, roles and responsibilities.</li> <li>• Identify opportunities to enhance PMO processes, standards and best practices to support project management and methodologies.</li> <li>• Implement the use and contribute to the wider adoption of best practices, templates, and tools to standardise project management processes and outcomes.</li> <li>• Continuously review and improve the framework based on feedback and lessons learned.</li> <li>• Projects are delivered in-line with the project lifecycle framework whilst remaining flexible enough to cover the needs, scope, and size of the desired project outcomes.</li> <li>• Work with the wider business to identify opportunities for cross collaboration and streamlining processes.</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Successfully lead, manage and drive multiple Ops projects from initiation to closure.</li> <li>• Projects are delivered on time, within scope, and within budget.</li> <li>• Develop detailed project plans, including tasks, goals/milestones, timelines, and deliverables.</li> <li>• Collaborate with Project Managers to identify project benefits and ensure they are tracked and monitored throughout the project lifecycle and after its completion. Maintain comprehensive project documentation and records.</li> <li>• Coordinate with cross-functional teams to ensure project alignment with business objectives.</li> <li>• Facilitate project meetings and ensure effective communication among team members.</li> <li>• Collaborate with managers to negotiate access to internal and external labour resources.</li> <li>• Maintain and communicate project schedules, including resource requirements/constraints and dependencies as required.</li> <li>• Conduct post-project evaluations to identify successes and areas for improvement, share these learnings.</li> <li>• Compliance with all relevant processes, regulations, standards and organisational policies.</li> <li>• Mentor and support team members to build project management capabilities. Develop, maintain and report project costs including budgets and actuals across labour, opex and capex as required.</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>• Support the project sponsor to inspire and motivate project teams to achieve the objectives, outputs, outcomes, and ultimately project success.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and maintain strong ongoing sponsor relationships.</li> <li>• Ensure all relevant stakeholders are engaged and have the information necessary to understand their timely contribution to project success.</li> <li>• Foster strong relationships with key stakeholders to support project success.</li> <li>• Engage with stakeholders at all levels to ensure clear and consistent communication.</li> <li>• Manage stakeholder expectations and secure necessary approvals.</li> <li>• Address stakeholder concerns and feedback promptly and effectively.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Actively participate in and encourage a culture of innovation and continuous improvement.</li> <li>• Identify opportunities to enhance project management processes and methodologies.</li> <li>• Share best practices and lessons learned with the PMO and project teams.</li> <li>• Implement changes to improve efficiency and effectiveness of project delivery.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Provide regular project status updates to senior management and stakeholders.</li> <li>• Highlight key milestones, risks, and issues in project reports.</li> <li>• Transparency and accuracy in all project reporting.</li> <li>• Use project management tools to track and report on project progress through KPIs and alternative tools available.</li> </ul>

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

## HOW YOU'LL BE DOING IT

### Qualifications and / or Experience:

- An industry recognized project management qualification such as Prince2 or PMP
- Comfortable working with stakeholders at all levels of the organization, ability to influence and drive for results sustainably.
- Extensive experience managing multiple projects of varying size and complexity concurrently
- PMO establishment and improvement experience
- Experience in gathering business requirements and creating project briefing documents
- Ability to function in a fast-changing environment where the process framework is under development.

**Skills / Competencies:**

- Proven experience in project management and PMO leadership roles
- Waterfall and Agile project management skills
- Change management, an open, collaborative, leadership style focused on customer outcomes
- Strong verbal and written communication skills
- Superb interpersonal skills, able to build effective relationships with all types of personalities and adjust style and approach accordingly.
- Proficient with project management software – such as Microsoft project, JIRA or similar tools
- Strong commercial acumen, able to understand the business/customer goals and build the project parameters accordingly (balance time, cost, quality).

# Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

