

Project management

Why use project management?

Most IT organisations are supporting their business against a background of constant change. This change regardless of size and complexity has to be managed without impacting business as usual activities. Using a structured approach to managing projects ensures that the relocation, expansion or integration is planned, resourced and managed effectively. Any change carries an element of risk; structured project management provides full risk management, issue resolution and quality management. Reducing risks to the implementation and improving greatly the quality of the deliverables.

About Charterhouse

Charterhouse helps reduce the cost and complexity of computing.

We're a vibrant, forward-looking business run by IT and HR professionals. Individually, we've been responsible for developing and delivering some of the largest technology projects in Europe. Together we offer a breadth of experience in advice, planning and resourcing projects and operations that's second to none.

From virtualisation and storage, to managed services covering project and operational support staff, we work with enterprises of all sizes throughout the IT industry as well as with end user customers.

Founded in 1995, we currently maintain a core workforce of around 200, deployed individually or on a team basis at our clients' sites. We have a positive approach to continuous professional development, backed with strong governance and ITIL core skills. All our staff are managed by our qualified professional development managers, who in turn work with them on customer sites to ensure congruent operational delivery.

Beside their many years of combined experience in technical, HR and commercial disciplines, our senior management team has a wealth of specialist sector knowledge. Working with Charterhouse enables our clients to focus on their core businesses, ensuring the most efficient, cost-effective and environmentally-friendly service to end users.

Purpose

A Charterhouse project manager is responsible for delivering an agreed set of deliverables within mutually agreed timescales at low risk and at a fixed cost. This includes planning, scheduling and maintaining progress of all the activities that constitute the project.

Specific responsibilities

On behalf of the client the Charterhouse project manager will:

- Plan the project and monitor its overall progress, resolving issues and initiating corrective action as appropriate
- Ensure that the delivery of new products or services from the projects are achieving the appropriate levels of quality, on time and within budget, in accordance with the project plan
- Ensure there are sufficient and appropriate resources available for the project
- Be responsible for the quality assurance and overall integrity
- Procurement management; supplier assessment and management; benefits management; manage third party contributions to the project as appropriate.
- Stakeholder management; change and communications management
- Manage any dependencies and constraints; risk management and issue resolution; report progress of the project at regular intervals to the project stakeholders
- Provide a single point of escalation for the project; overall direction and leadership responsibility rests with one individual
- Manage the project budget allocated to Charterhouse on behalf of the project sponsor, monitoring the expenditures and costs against delivered and realised benefits as the project progresses
- Facilitate the appointment of individuals to the Charterhouse project management team where appropriate
- Provide a single point of contact for escalation of any issues pertaining to Charterhouse Professional Services or deliverables

On large and complex projects it may be appropriate to appoint other individuals with specific management roles that are listed above, for example a risk manager, a communication manager or a financial manager.

Skills and attributes

The Charterhouse project manager brings the following to maximise project success:

- Effective communications
- Interpersonal skills to build relationships between all interested parties, improving the teamwork that is essential for successful project deliveries
- Leadership qualities, management skills and experience to ensure the project stays on plan
- Create a sense of community amongst the disparate members of the project team by having a single 'head' providing guidance
- Understand the techniques for planning, monitoring and controlling projects
- Understand project management approaches and disciplines - for example, Prince2, Risk and Issue Management, etc.
- Understand budgetary control and resource allocation procedures
- Solve problems or pre-empt problems by employing appropriate measures and processes
- Understand the wider objectives of the project from a business perspective