

Senior Project Manager

Reporting to: Director of Projects

Department: Operations

Location: Pentwyn Office Cardiff

Job Title: Senior Project Manager

Reports to: Director of Project Services

Location: Cardiff

Department: Project Services

Type: Full-time, Permanent

Job Purpose

The Senior Project Manager is responsible for leading and delivering complex, multi-site IT and infrastructure projects across retail and enterprise environments. This role ensures projects are delivered on time, within scope, and to the highest quality standards, while managing risks, budgets, and stakeholder expectations.

Key Responsibilities

- **Project Delivery:**
 - Lead national-scale IT and data infrastructure projects, including structured cabling (Cat6/Cat6A) and technology rollouts.
 - Ensure adherence to project governance frameworks (e.g., PRINCE2, Agile, ITIL).
- **Planning & Control:**
 - Develop and maintain detailed project plans, trackers, and reporting dashboards.
 - Monitor progress, risks, dependencies, and implement mitigation strategies.
- **Stakeholder Management:**
 - Act as the primary point of contact for clients, suppliers, and internal teams.
 - Facilitate clear communication and collaboration across all stakeholders.
- **Team Coordination:**
 - Manage field engineers, subcontractors, and logistics for multi-site deployments.
 - Mentor junior project managers and contribute to PMO best practices.
- **Compliance & Quality:**
 - Ensure compliance with health & safety standards and technical best practices.
 - Maintain accurate documentation and audit trails for all projects.

Required Skills & Experience

- Proven experience managing large-scale IT or infrastructure projects across multiple sites.
- Experience in retail technology deployments and structured cabling solutions.
- Strong knowledge of project management methodologies (PRINCE2, Agile).
- Excellent organisational, communication, and stakeholder engagement skills.
- Ability to manage budgets, risks, and multiple concurrent projects in a fast-paced environment.
- Proficiency in MS Project, Excel, and other project management tools.

Essential Qualifications

- PMP or PRINCE2 certification.
- Familiarity with compliance frameworks and risk management processes.

Core Competencies

1. Leadership & Team Management

- Inspires and motivates cross-functional teams to achieve project objectives.
- Provides clear direction, constructive feedback, and fosters a culture of accountability.

2. Strategic Thinking

- Aligns project goals with organisational strategy and long-term objectives.
- Anticipates risks and develops proactive mitigation plans.

3. Communication & Influence

- Communicates complex information clearly to technical and non-technical stakeholders.
- Builds strong relationships and negotiates effectively to resolve conflicts.

4. Problem-Solving & Decision-Making

- Analyses issues quickly and implements practical, data-driven solutions.
- Makes sound decisions under pressure while balancing competing priorities.

5. Adaptability & Resilience

- Responds positively to change and manages ambiguity with confidence.
- Maintains composure and focus in high-pressure environments.

6. Commercial Awareness

- Understands financial implications of project decisions and manages budgets effectively.
- Identifies opportunities for cost optimisation without compromising quality.

7. Continuous Improvement

- Champions best practices and process enhancements within the PMO.
- Encourages innovation and knowledge sharing across teams.

