

## Management Job Description

<b>Job Title:</b>	Future Ticketing Project Manager (Temp)	<b>Location:</b>	Rail House
<b>Department:</b>	Commercial	<b>Reports to:</b>	Head of Ticketing and Retail
<b>HR Contact:</b>	HR Business Partner	<b>Financial Accountability:</b>	Management of project budgets
<b>People Responsibility:</b>	No	<b>Is this role safety critical?</b>	No
<b>Does the role have a dedicated deputy?</b>	No	<b>Name if Yes</b>	Click here to enter text.
<b>Select the management level:</b>	Middle Manager		

### 1. CONTEXT OF THE ROLE:

#### PURPOSE OF THE JOB

The purpose of this temporary role is to ensure the effective planning and delivery of projects to support the achievement of Merseyrail's strategic vision. This role will support the Retail team in the delivery of the Future Ticketing programme, managing the delivery of projects within agreed scope, timescales, budget and benefit realisation. This role will work collaboratively with colleagues and other functions across the business to plan the project activities, following Merseyrail project governance and standards. This will include preparing professional and concise project reports, business cases and any supplementary documentation as required in support of project delivery.

#### JOB ACCOUNTABILITY

1. Manage Projects to scope, time and budget using the project framework, governance and standards
2. Produce project documentation, including business cases and project progress reports, to a consistently high quality.
3. Manage suppliers and external consultants, as part of the project delivery and hold them accountable for committed objectives.
4. Define project team roles and responsibilities and resolve conflicts of interest in a professional manner.
5. Use professional project management software tools, including Microsoft Project to plan project timescales, milestones, and critical paths.
6. Use risk management methodologies and apply risk reduction techniques to minimise potential barriers to project delivery.
7. Control the project scope and budget across the Project Management Team and ensure the satisfaction of the end users throughout the project lifecycle.
8. Use change control processes to ensure that deviations to project scope, timescales, or budgets are properly documented and authorised.
9. Lead project meetings and maintain accurate and detailed records of all project decisions, issues and outcomes.

10. Manage complex internal and external stakeholder relationships and escalate issues to appropriate levels of seniority.
11. Support the Procurement Team to ensure Future Ticketing tenders are completed without delays by making sure that any required input from internal colleagues, suppliers or stakeholders is submitted in the agreed timescales.
12. Manage associated workload and priorities by ensuring that clear objectives and outputs are in place and progress and quality is monitored.
13. Assist the Head of Ticketing and Retail where directed.

## 2. ROLE ESSENTIALS

### DECISION MAKING AUTHORITY

- Making project level decisions required to control project scope, budget and timescales.
- Deciding which issues / risk should be escalated to more senior levels for resolution.
- Validating all project spending against approved business case.

### MOST CHALLENGING/DIFFICULT PART OF THE JOB

- Ensuring 'Buy-In' of project team members to ensure successful project delivery.
- Ensuring availability of resources from different business areas to maintain project schedules.
- Managing multiple stakeholders with competing demands.
- Ensuring requirements and technical specifications are agreed and signed off.

### PRINCIPLE ACCOUNTABILITIES

- Managing projects in line with the Merseyrail Programme Management framework.
- Controlling project budgets, scope, and timescales.
- Managing of project risks, issues.
- Identifying opportunities to maximize the realisation of project benefits.

### KEY SAFETY ACCOUNTABILITY

Safety is everyone's responsibility within Merseyrail. You're responsible for your safety and the safety of others such as colleague's and passengers. As an employee you're expected to understand and apply our safety values and ensure they are visible in all you do.

### EXPERIENCE, KNOWLEDGE, QUALIFICATIONS AND TRAINING

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Essential (must have to undertake role)	Desirable (would be good to have in the role)
Core MS Office skills (Word, PowerPoint, Excel) at an intermediate level.	Possess or be working towards achieving a professional project management qualification e.g., PRINCE 2
Proven record of delivering high-level projects to time, scope, and budget, and resolving complex project issues	MS Visio
Experience of managing projects simultaneously, in many different business sectors, including those of a technical nature.	Minimum of 2 years' experience in a project management capacity.
Excellent communication skills, and ability to resolve conflicts in a professional manner.	Experience of using MS Project
Be able to challenge existing working practices	An understanding of Account Based Ticketing
Be able to work outside of standard hours if required to support project delivery and implementation.	Experience in working with rail retail system suppliers.
Proficient authorship and presentation of documents for a senior audience.	
Ability to build personal credibility by demonstrating the organisation's values, building trust with partners in the organisation and pro-actively contributing to organisational success.	

### 3. BEHAVIOUR ESSENTIALS

Please refer to "Your PDR Discussion Employee Guide" for further detail on "what good looks like" for this Grade level.

Values and Behaviours	How will I be measured?
<b>GENUINE</b> Welcoming Build trust and respect Consistent and honest Understands the customer Respectful Straight forward	<ul style="list-style-type: none"> <li>Shows a sincere and active interest in colleagues, customers and business initiatives</li> <li>Is receptive to all feedback and takes a stand in a positive way against negativity</li> <li>Understands the needs and concerns of the audience</li> <li>Ensures they are aware of any issues, concerns and challenges facing Merseyrail and our customers relating to the environment and community</li> <li>Is able to ascertain when immediate or considered responses are required</li> <li>Is confident in challenging colleagues and addressing issues constructively without confrontation</li> <li>Checks with the customer to ensure they are getting what they want</li> <li>Is able to support the customer effectively in their decision making</li> <li>Matches customer requirements to a range of Merseyrail offerings</li> <li>Actively listens to others</li> <li>Maintains or enhances self-esteem of others</li> <li>Has the ability to use common sense when applying procedures</li> </ul>

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	<ul style="list-style-type: none"> <li>• Makes things simple and understandable, and shows an awareness of personal impact</li> </ul>
<b>PROFESSIONAL</b>  Solution orientated Accountable Delivering to promises Make things hassle free	<ul style="list-style-type: none"> <li>• Supports the build of a strategy for their area of the business</li> <li>• Expresses genuine pleasure in achieving challenging goals</li> <li>• Chips away at obstacles that block success</li> <li>• Is receptive to feedback and utilises it effectively to improve process and performance</li> <li>• Understands project objectives and can use own initiative to manage project delivery in line with this</li> <li>• Takes responsibility for decisions and actions and offers alternative solutions</li> <li>• Understands company and other relevant standards and procedures relevant to own area</li> <li>• Has clear targeted objectives in mind and continually works toward these</li> <li>• Works to exceed the expectations of colleagues and customers</li> <li>• Is clear and concise, using appropriate and available forms of communication</li> </ul>
<b>PROACTIVE</b>  Innovative Trust our people to deliver Embrace change Decisive	<ul style="list-style-type: none"> <li>• Assists in the development and implementation of the strategy</li> <li>• Determines the direction of an internal functional strategy</li> <li>• Focuses on activities that will lead to bottom line improvements in customer related targets</li> <li>• Has a flexible range of communication styles to suit the audience</li> <li>• Celebrates team success and promotes and enhances team image</li> <li>• Gains consensus behind decisions which affect the team</li> <li>• Shares credit for success across the whole team</li> <li>• Considers how present politics, processes and methods and on-going issues might be affected by future developments</li> <li>• Uses own initiative to offer alternative solutions in light of a change of focus or approach</li> <li>• Is focused on achieving targets and is confident in developing an effective approach</li> <li>• Is confident in explaining the benefits of their approach in order to persuade others</li> </ul>

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<b>INCLUSIVE</b>  Connected thinking Stakeholder management Promoting diversity Enabling our people to excel		<ul style="list-style-type: none"><li>• Involves all relevant people when tackling a concept or project</li><li>• Maintains open lines of communication with all relevant colleagues to ensure an effective approach</li><li>• Shows sensitivity towards different needs, styles and aspirations of the team</li><li>• Listens and responds with empathy – puts others at ease</li><li>• Makes the effort to understand the marketplace and business issues using specific contacts, the network, relationships or partnerships in general</li><li>• Understands the values of a network, relationship or partnership and is able to use these to the advantage of the business</li><li>• Socialises to build relationships and networks</li><li>• Shapes communication style and behaviour to meet the needs of different audiences</li><li>• Is conscious of own prejudices, biases and mental stereotypes</li><li>• Values the skills people bring to the team</li><li>• Supports in maintaining an environment where difference is recognised and valued</li></ul>	
Last Updated By:	Jen Abram	Date	13/12/2023