



# Project Manager

## Job description and person specification



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# Job Description

**JOB TITLE:** Project Manager (PM)

**DEPARTMENT:** Works

**POST REPORTS TO:** Deputy Clerk of the Works

**JOB SUMMARY:** The role of the Project Manager (PM) is to lead and manage the project and the project team on a day-to-day basis. The PM is responsible for driving and overseeing the delivery of the project to ensure that the objectives are clearly defined and achieved within the agreed time, cost and quality constraints. The PM has a key role in project governance and working with stakeholders, to ensure the agreed project outputs are delivered to enable benefits to be realised.

**KEY RELATIONSHIPS:** **Internal:** The Dean and Chapter, the Receiver General, Surveyor of the Fabric, Director of Finance, Clerk of Works, Deputy Clerk of the Works, Assistant Project Manager, Project Support Officer, Estates Manager, Office Manager and Project Coordinator (OMPC), Head Conservator and Conservation Department, Events and Security Teams, Gardeners, Heads of Departments and members of Abbey staff, Health & Safety Officer.

**External:** Contractors and suppliers.

## BACKGROUND

Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey comprising around 300 employees and a similar number of volunteers.

## MAIN DUTIES AND RESPONSIBILITIES

### **The Role**

The role of the Project Manager (PM) is to lead and manage the project and the project team on a day-to-day basis. The PM is responsible for driving and overseeing the delivery of the project to ensure that the objectives are clearly defined and achieved within the agreed time, cost and quality constraints. The PM has a key role in project governance and working with stakeholders, to ensure the agreed project outputs are delivered to enable benefits to be realised.

The Project Manager may also be given responsibility for various work streams coming from other larger projects, with Project Manager and Clerk of the Works managing higher value or more complex projects.

You will be expected to achieve business and project delivery excellence, high customer service and professional standards, and compliance with statutory, regulatory and legislative requirements.

Using a wide range of office and project management IT (ie Project Programming, and Microsoft suite packages), you will develop key relationships with Managers, stakeholders at all levels across the Abbey Estate.

Please note the above duties are not intended to be an exhaustive list. You may be required to undertake other duties that are appropriate to your role, as agreed with your line manager

### **Key Responsibilities**

Pro-actively lead on projects or strands of projects and be the point of contact for internal and external stakeholders and consultants, ensuring that the project outcomes and requirements are adequately defined and that the needs of the users and all stakeholders are fully understood and accounted for.

Establish and communicate the timescales for the project, ensuring changes in project plan are communicated to team members. Liaise and communicate with all stakeholders throughout the life of the project, including pro-actively anticipating and planning for possible variations. Ensure regular reporting on time, cost, and quality to Estates, Environment and Projects Group (EEP).

- Ensure projects are procured and managed in accordance with Abbey guidelines and procedures. Brief, procure, appoint, and manage all necessary external consultants and contractors to enable project delivery. Identify resources and assign responsibilities.
- Develop a comprehensive business case to the required standards and in accordance with Abbey governance procedures to obtain funding for the agreed scope of the project. Ensure that projects remain within the agreed scope and approved funding and should these aspects change, produce a revised business case or approval through EEP.
- Ensure regulations, legislation, codes of practice, and current design standards applicable to construction related projects are adhered to. Incorporate environmental and sustainability initiatives into projects where possible.
- Preparing project performance reports, weekly progression updates, and ranking reports. Attend oversight meetings, reporting progress of projects, escalating issues, queries, or concerns with your line manager.
- Organise project or programme related meetings as and when required. Work closely with relevant stakeholders to ensure effective and efficient implementation of the project.
- Ensure that comprehensive reports are provided to EEP as appropriate, particularly highlighting key issues and risks.
- At handover, ensure that the completed works and documentation are in accordance with the approved design and specifications and meets client requirements.

Please note the above duties are not intended to be an exhaustive list. You may be required to undertake other duties that are appropriate to your role and pay band, as agreed with your line manager.

### **Safeguarding**

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training.

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# Person Specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post.

## 1 Qualifications

An accredited qualification to a minimum of Level 4 in a related technical subject (such as construction, engineering or architecture) or equivalent work experience or project management. Candidates with a Level 4 or 5 qualification will be expected to have obtained full RICS, CIOB, CIBSE, APM. Project Leaders should be working towards Chartership or similar.

## 2 Experience, Skills and Technical Knowledge

- Managing construction newbuild, refurbishment or property related projects and development of briefs from inception/feasibility, through to delivery, handover and end of defects.
- An awareness of Change Management, Contract Management and Procurement is essential.
- Practical knowledge of H&S legislation particularly CDM 2015.
- Knowledge of project management, leadership or commercial delivery in construction or maintenance.

## 3 Scoping and Scheduling

- Challenging the Brief from RIBA Stage 1 to understanding and analysing and challenging the client Brief. Interpreting and producing a plan or scope which meets the brief. Developing the Business Case and seeking approval.
- Knowledge of business cases is desirable but not essential.
- Provide demonstrable experience of reasoned advice on the scheduling control of projects. Demonstrate a good understanding of planning techniques (critical path analysis) and working knowledge of using Microsoft Project.

## 4 Commercial Knowledge

Provide demonstrable evidence of setting, monitoring, reporting and advising on project cash flows and key KPIs; evaluate and advise on the financial implications and appropriate management action. Demonstrate good project organisation, implementing recognised techniques for running a project and getting the best out of contractors, and displaying awareness and knowledge of factors that influence the choice of procurement route and selection of appropriate contracts.

## 5 Project Performance and Controls

Experience of building project plans and applying appropriate project principles to deliver stated objectives. This should include identifying and setting appropriate project controls including tracking and reporting actual delivery against milestones.

## 6 Risk and Issue Management

Provide demonstrable experience of overseeing risk and managing issues. Ensures mitigations are in place and resolved through negotiated agreement. Knowledge of risk management, and risk registers.

## **7 Customer Focused Service/Working with People**

- The ability to take ownership and responsibility for customer needs and seek to exceed customer expectations. Is able to take responsibility to find answers/ solutions to customer queries or problems and can balance the needs of the customer with the needs of the organisation.
- Experience of building good relationships and can remove barriers to effective working relationships.
- Demonstrable commitment to a work environment of mutual trust and respect, where diversity and inclusion is valued.