

<b>JOB TITLE</b>	PFAS Director of Client Services
<b>LOCATION</b>	Home based operational locations and client offices
<b>REPORTS TO</b>	PFAS Managing Director
<b>DIRECT REPORTS</b>	TBA

**MAIN PURPOSE OF THE JOB: (JOB SUMMARY)**

To lead and project manage the implementation of all FAS bids won by PFAS, using appropriate project management tools and resources.

To be the main contact with the Prime Contractor **Supply Chain** leads ensuring a smooth transition of service through to service implementation.

**KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)**

- To project manage the implementation of FAS contract(s) in PFAS
- Meet with senior management and clients to identify project requirements, delivery timelines and costs
- Develop detailed project plans to guide clients, colleague members and project teams and revise based on changing needs and requirements
- Compiling and submitting project status reports to clients, management, and other stakeholders
- Monitoring project performance to ensure timely delivery
- Developing excellent leadership, customer relations and communication skills to liaise effectively with all project stakeholders
- To communicate on a regular basis to key stakeholders both internal and external, to keep them well informed of the progress of specific projects, improvements, and deployments
- To assist BAU operations in any system improvements / changes to help improve service delivery and operational efficiencies, which will benefit the new FAS service
- To create Business case, Project Charters, Budgets, Mobilisation plans, Communication strategies, R&I logs, Quality/ Success criteria/measures and conduct PIRs.
- To work collaboratively with project specialists as required i.e., TUPE, Property, etc
- To undertake any other duties compatible with the grading of the post, as required

**General/Additional Duties:**

- To comply with the Corporate Confidentiality Policy at all times.
- To ensure that professional behaviour, appearance, and attitude are maintained, and the organisation's policies, standards and procedures are adhered to, along with promotion of these to all staff.

**KNOWLEDGE, EXPERIENCE & ATTRIBUTES**

- Minimum 5 years+ broad experience in managing multiple projects at the same time (E)
- Managing different internal stakeholders including in an outsourced environment in a project management capacity (E)
- Managing business change and transformation challenges (E)
- PRINCE2 qualified (E)

## SKILLS AND ABILITIES:

- Comprehensive understanding of project management practices and techniques
- Comprehensive understanding of transfer of assets, for both staff and property (in & out)
- Comprehensive knowledge of a broad range of technologies and services
- Comprehensive knowledge of IT governance, GDPR and quality assurance
- Excellent interpersonal and communication skills both written and oral
- Excellent negotiation skills, a persuasive and collaborative approach, with the gravitas to influence at all levels
- Adaptable, resourceful, creative, inquisitive, highly organised with ability to organise others
- 'Big picture' thinker with the ability to get into the fine detail
- Excellent critical thinking and problem solving skills and good control of deadlines, budgets and scope creep
- Good leadership qualities with the ability to provide direction
- Experience in operational data analysis and forecasting
- Ability to make autonomous decisions under pressure.
- Ability to plan and organise workloads effectively.
- An understanding, acceptance, and adherence to the need for strict confidentiality.
- Resilience in a demanding, quick paced environment

## ORG Chart

<b>DBS check required:</b>	Yes
<b>BPSS security clearance required:</b>	Yes
<b>Travel required:</b>	Travel required to various locations as deemed appropriate for the role.
<b>Created</b>	November 2022
<b>Last updated</b>	