

Job Description

Job title:	Business Transformation Project Manager
Reports to:	Head of Business Transformation
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

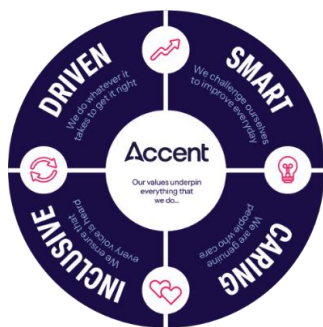
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Business Transformation Project Manager, you will play a crucial role in delivering key transformational projects across the organisation. Reporting to the Head of Business Transformation, you will manage projects from initiation through to completion, ensuring that they are delivered on time, on budget, and in line with business objectives. Your leadership will be essential in coordinating cross-functional teams and stakeholders, driving project success while adhering to our governance frameworks. You will also act as a mentor to colleagues, fostering collaboration and helping them deliver successful projects that contribute to our transformation goals.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate a commitment to driving change in line with our values, ensuring that projects you manage contribute positively to the experience of both colleagues and customers. You will engage stakeholders at all levels, fostering an environment of trust and collaboration. By applying your expertise in project management, you will ensure that our transformation projects deliver meaningful and measurable outcomes. Your work will support a culture of continuous improvement, ensuring we remain agile and responsive to the needs of the communities we serve.



Key Responsibilities and Duties

- Develop comprehensive project plans, outlining scope, timelines, resources, and budget requirements to ensure project success.
- Coordinate with stakeholders to define project objectives, deliverables, and success criteria, ensuring clear alignment with business needs.
- Lead the execution of key projects, including data migration and cloud initiatives, ensuring adherence to timelines, budget, and governance frameworks.
- Monitor project progress, identify risks, and implement effective mitigation strategies to keep projects on track.
- Conduct regular project status meetings, providing updates to stakeholders and the Senior Leadership Team (SLT).
- Serve as a coach and mentor to colleagues running smaller projects, offering guidance and support to ensure successful project outcomes.
- Collaborate with cross-functional teams to align project methodologies and objectives, facilitating open communication and strong collaboration.
- Lead change management activities to support the successful adoption of new systems, processes, or initiatives introduced by transformation projects.
- Manage relationships with internal and external stakeholders, addressing concerns and managing expectations effectively throughout the project lifecycle.
- Ensure that project outputs align with the strategic goals of the organisation, contributing to the overall success of transformation initiatives.

The must haves:

- Proven experience managing large-scale, cross-functional projects, preferably within the housing or real estate industry.
- Expertise in project management methodologies such as AgilePM, APM, or PMQ, with a demonstrated ability to apply these principles effectively.
- Experience managing the full project lifecycle within both digital implementations and business process improvement projects.
- Strong proficiency in project management tools such as MS Project and JIRA, with excellent skills in the MS Office suite.
- Demonstrated ability to manage stakeholders, build collaborative relationships, and influence at all levels of the organisation.
- Proven experience in implementing change management, including delivering training, driving adoption, and successfully closing out projects.
- Strong communication skills, with the ability to present complex information to both technical and non-technical audiences.
- Project Management qualifications such as PRINCE2, APM, AgilePM, or PMI are preferred.

The added extras:

- Experience working within a Project Management Office (PMO) environment, adhering to governance frameworks and reporting back on projects

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.