

Job description – Project Manager

About the role

Purpose Statement

To lead the execution of a series of media projects or sub projects within a larger project from inception through to business handover, ensuring the delivery of specified outputs within agreed time, quality and cost parameters.

Key responsibilities

Planning, managing and delivering services

- Coordinate and maintain project timescales.
- Ensure team members work collaboratively in the interests of the project and in partnership with both internal and external clients.
- Communicate progress on developments in liaison with other members of the project team.
- Anticipate and contribute to the resolution of problems and departures from project specification and schedule by monitoring project progress.
- Assist in negotiating and communicating with client's variations to project specifications, designs, resources and schedules, as necessary.
- Communicate progress in accordance with the client's and OU organisational procedures.

People management

- Understand the role of other team members and collaborate effectively to ensure smooth and timely production and roll out.
- Take a flexible approach to task boundaries where appropriate and where it is necessary to seek the expertise of others.

- Engender a knowledge-sharing and expertise-sharing culture with colleagues to contribute to best practice.
- Develop and agree a work plan that identifies key activities, outputs and resource requirements and that provides a basis for monitoring performance.
- Take responsibility for own contribution to team performance.
- Collaborate effectively with other members of the wider LDS.

Internal and external perspective

- Ensure that the business requirements of clients for new items are identified and actively take part in the production of agreed product specifications.
- To project coordinate process either for new systems and products from initial scoping through specification to delivery and eventual handover to clients.
- Coordinate collaboration with service teams to ensure effective handover of systems in service.
- Coordinate with production colleagues checking the progress and quality of tasks and deliverables from colleagues and suppliers.
- Analyse and specify client or system requirements.
- Contribute to the design of products or services to meet client requirements, advising on the appropriateness of reuse or re-versioning.
- Estimate resources and time required to fulfil specifications.
- Attend both internal and client project team meetings as appropriate.
- Undertake or participate in ad-hoc or formal reviews of potential, new and developed products and services to evaluate their use and fitness for purpose.
- Record information accurately and consistently using appropriate systems and provide timely information to managers and colleagues concerning work in progress.
- Participate in working groups and wider strategic initiatives as and when required.
- Be aware of LDS technical specifications to ensure delivery to specification, deadlines and budget.
- Manage suppliers (briefing, estimating, and negotiating, scheduling, review, quality) to ensure delivery to specification, deadlines and budget.
- Ensure that products and materials meet legal requirements (e.g. copyright, libel, plagiarism, accessibility).

- Monitor internal procedures and standards and be proactive in recommending improvements.
- Create and enhance productive working relationships and collaborate, influence and negotiate with colleagues, partners and clients to achieve planned outcomes. Contribute to the provision of documentation for new or improved products and services.

Skills and experience

Knowledge, work and other relevant experience

Essential

- Higher education qualification or equivalent professional experience.
- Proven track record of workflow co-ordination, capacity planning, estimating and scheduling
- Experience of using common software tools (e.g. MS Office)
- Experience of using computer-based project management or resource management tools

Personal abilities and qualities

Essential

- **Communication:** communicates confidently and assertively with a variety of audiences; negotiates effectively; appropriately manages conflict.
- **Initiative and problem solving:** uses initiative to identify and solve problems proactively; uses good judgment to refer issues upwards as necessary; identifies and manages risk.
- **Planning and Organising:** plans, schedules, prioritises and allocates work effectively; delivers to multiple deadlines.
- **Budgets:** Experienced in working within budget parameters and understanding of estimating / budget setting.
- **Team work:** is respectful and polite towards others, builds productive working relationships; works collaboratively across organisational boundaries towards common goals.
- **Working under pressure:** remains effective and positive even when under pressure.

- **Ability to learn:** understands and adapts to new ways of working; is willing and able to engage with, and digest, new information, specialisms and ways of working.
- **Continuous improvement:** identifies opportunities for continuous improvement; shows commitment to own professional development; demonstrates enthusiasm, willingness and ability to learn new skills. Creates momentum and excitement around initiatives and new approaches.

Desirable

- A recognised professional qualification relevant to project management.
- Experience of project management
- Experience of working in a media production environment
- Experience of working in a fast-paced environment and within tight deadlines

About the Unit/Department

Learner and Discovery Services (LDS) is the unit of The Open University responsible for the design, production and delivery of the University's learning materials.

The **Corporate and Commercial** team is part of the Open Media and Informal Learning Unit (OMIL) within LDS. It works with a large portfolio of clients to deliver creative solutions for a range of different media and distance learning projects. The multidisciplinary team brings together the OU's expertise in learning design and delivery, as well as our experience in producing open, informal learning on the OpenLearn and OpenLearn Create platforms. The team's expertise is available to internal OU and external clients with project funding for a specific purpose.

OMIL also delivers free learning on OpenLearn (www.open.edu/openlearn). This is part of the OU's ongoing commitment to free learning for all and encourages visitors to register as OU students. OpenLearn is an award-winning platform, reaching six million visitors annually. It contains more than fifteen thousand hours of free learning material, most of which is adapted from the OU's own qualifications.