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| **General Information** | |
| **Job title:** | Project Manager |
| **Purpose:** | FCTG is actively seeking a dynamic and seasoned project professional to provide leadership and management of global and regional projects across multiple countries within the Corporate pillar of Flight Centre. |
| **Grading / Salary Range:** | Competitive base salary plus bonus |
| **Classification:** | Non-Award |
| **Primary Accountabilities & Objectives:** | **Overview**  As our business embarks on its next stage of growth, we are looking at how we standardise and deploy new technologies, processes, and capabilities globally.  Our global standardisation efforts are expected to enable our global brands to harness the culture of our people to build products and services that our customers love and recommend to others.  This role will be responsible for successfully planning & executing a selection of global and regional projects across multiple countries within the Corporate pillar of Flight Centre.  Our ideal candidate will have a strong delivery background, deep experience using SAFe and other project delivery methodologies (e.g. Prince2 Agile, PMBOK) and sound analytical skills.  They will also have the ability to think outside the box while employing a hands-on approach to solving challenges and maximising opportunities to do things better.  Excellent senior stakeholder management skills and the ability to work across time zones are also a must.  Your reward? Taking the next step in your project management career with a leading travel brand that can offer you incredible growth opportunities, benefits and experiences within an exciting project portfolio.  **Accountabilities**  **1. Project Planning & Execution:**   * Develop and maintain comprehensive end-to-end project plans outlining scope, timelines, resources, and deliverables using Agile or other suitable methodologies. * Execute projects with a focus on achieving business objectives within set deadlines and budget constraints, utilizing Agile principles for flexibility and responsiveness. * Regularly monitor and report project progress to senior management and stakeholders.   **2.**  **Business Alignment:**   * Work closely with business leaders to understand organizational goals and translate them into project objectives, applying Agile practices to adapt to evolving business needs. * Align project outcomes with strategic business priorities, ensuring that each project contributes to overall company success through Agile prioritization and iterative development.   **3.** **Risk Management:**   * Collaborate proactively with product, technology and wider business teams to identify, assess and mitigate potential risks and issues that may impact project success, utilizing Agile frameworks for quick adaptation to changing circumstances. * Develop and implement risk mitigation strategies and issues treatment plans to ensure successful achievement of project outcomes.   **4. Stakeholder Engagement:**   * Foster strong relationships with key stakeholders, including internal teams, external partners, and clients, incorporating Agile principles of collaboration and customer feedback. * Communicate project progress, milestones, and potential roadblocks effectively to keep stakeholders informed and engaged.   **5. Resource Allocation:**   * Work closely with resource managers to allocate and optimize resources based on project priorities and requirements. * Monitor resource utilisation and adjust plans as needed to address changing circumstances. * Collaborate with resource managers to address resource constraints and identify opportunities for skill development within the team, aligning with Agile principles of continuous improvement.   **Key Duties**   1. **Project Initiation**  * Conduct thorough project initiation meetings with stakeholders to define project scope, objectives, assumptions and success criteria, incorporating Agile principles of iterative planning. * Develop business cases and project charters to gain approval and secure necessary resources, utilising Agile techniques for prioritization and adaptive planning.  1. **Project Monitoring & Control**  * Implement robust project monitoring mechanisms to track progress against milestones and deliverables, adapting plans as needed with Agile methodologies. * Regularly review project budgets and timelines, making adjustments as needed to ensure alignment with business goals, using Agile metrics for continuous improvement.  1. **Quality Assurance**  * Establish and enforce quality standards for project deliverables, integrating Agile testing and validation throughout the development lifecycle. * Conduct regular quality reviews and implement corrective actions to maintain high standards throughout the project lifecycle, following Agile principles of inspecting and adapting.  1. **Continuous Improvement**  * Identify opportunities for process improvements and efficiencies within project management methodologies, incorporating Agile retrospectives for continuous learning. * Encourage a culture of continuous learning and development within the project management team, embracing Agile principles of self-improvement and team collaboration.  1. **Post-Project Evaluation**  * Conduct thorough post-project evaluations to assess outcomes against initial objectives, applying Agile principles of reflection and adaptation. * Document lessons learned and apply insights to enhance future project management processes, incorporating Agile feedback loops for ongoing improvement. |
| **Hierarchy:** | Reports into Program Manager  Indirect reports as required to manage project execution (e.g. BAs, Change Mgrs) |
| **Key communication and relationships:** | Internal Business Teams and leaders both locally and globally, including Account Management, Operations, Technology & Product  Global PMO  Change management and communication team  Strategy team  Deployment and Delivery teams  Marketing  Learning and Development  Legal, Risk and Compliance |

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| **Job Requirements** | | |
| **Experience:**  *(Minimum level of experience required for the role)* | | **Proven experience as an end-to-end project manager with a focus on business-driven projects is mandatory.**  5+ years managing projects with mass customer migrations  Demonstrable, hands-on experience of:   * Project delivery methodologies and best practices, including Agile. * Effective communication and interpersonal abilities, including strong negotiation and conflict resolution skills, across a global, matrixed business. * Analytical mindset with a focus on continuous improvement. |
| **Education & Qualifications:** | | Scaled Agile and qualifications in Project Management (e.g. PMBOK, Prince2) or Lean related disciplines are mandatory. |
| **Other:** | **Location:** | **London / Barcelona** |
| **Travelling:** | As required |
| **Office hours:** | 37.5 hrs per week, accommodating flexibility as needed |
| **Additional:** | N/A |
| **Additional Information:** | | Proficiency in project and program management tools and software required. |

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| **Soft Skills** | |
| **Competency** | **Proficiency required** |
| Self-Motivated: | Advanced |
| Self-Driven: | Advanced |
| Partnering & Building Relationships: | Advanced |
| Collaboration: | Advanced |
| Excellent Communication Skills (Verbal & Written): | Advanced |
| Teamwork & Development: | Advanced |
| Leadership: | Advanced |
| Problem Solving: | Advanced |

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| **Functional / Job-Related Skills** | |
| **Competency** | **Proficiency required** |
| KPIs & Key Deliverables: | Advanced |
| Strategic Thinking: | Advanced |
| Business Acumen: | Advanced |
| Customer Centric: | Advanced |
| Results Focused: | Advanced |
| Performance Under Pressure: | Advanced |
| Time Management: | Advanced |
| Change Management: | Advanced |
| Negotiation: | Advanced |
| Other: | Be awesome |