



LIVERPOOL  
HOPE  
UNIVERSITY

1844

## Recruitment Pack

# PROJECT MANAGER

Job Reference: 2BITS20

Closing date: Friday 5<sup>th</sup> June at noon

[www.hope.ac.uk](http://www.hope.ac.uk)





**POST:** PROJECT MANAGER

**STARTING DATE:** ASAP

**SALARY RANGE:** £38,784 TO £46,049

**TYPE OF CONTRACT:** PERMANENT

**WORK PATTERN:** FULL TIME

## The Post

**Liverpool Hope University is special institution, grounded in history and driven by a values-led approach to educational delivery.**

One of the UK's most distinctive higher education institutions, Liverpool Hope University is recognised for its strong academic heritage, commitment to teaching excellence, and supportive community environment. With a focus on developing the whole person—intellectually, professionally, and personally—the University delivers a high-quality student experience across a broad range of disciplines.

### About the role

The University is continuing to invest in its digital and physical infrastructure to support future growth, innovation in teaching and learning, and enhanced research capability. This role sits at the heart of that transformation.

We are seeking a highly capable, delivery-focused Project Manager to join our IT Services team. Reporting to the Head of IT, you will lead and deliver a portfolio of projects with a strong emphasis on technology, digital transformation, and service improvement.

This is a hands-on role requiring both strategic oversight and operational delivery. You will be responsible for ensuring that projects are aligned with the University's IT strategy and wider institutional priorities, while also maintaining a clear focus on outcomes, value, and user experience.

You will manage a varied portfolio which may include:

- Implementation of enterprise systems
- Infrastructure and cloud migration projects
- Cybersecurity and compliance initiatives
- Digital learning environment enhancements
- Process automation and service optimisation projects

## Job Description/Key duties of the post

<b>Job Title</b>	<b>IT Project Manager</b>		<b>2BITS20</b>
<b>Subject/Service Area</b>	<b>IT Services</b>		
<b>Reports to</b>	<b>TBC</b>		
<b>Accountable To</b>	<b>TBC</b>		

### Purpose of Job

The IT Project Manager is responsible for planning, coordinating, and delivering IT projects that meet organisational objectives, timelines, and budget requirements. The role ensures that projects adhere to governance, risk management, and compliance standards. The Project Manager serves as the central point of coordination between IT teams, business units, vendors, and stakeholders, providing leadership, oversight, and strategic guidance to ensure secure, efficient, and high-quality delivery of IT solutions.

### Key Tasks / Responsibilities

#### Project Planning & Initiation

- Define project scope, objectives, timelines, and resource requirements.
- Develop detailed project plans, budgets, and risk management strategies
- Identify project stakeholders and establish communication and reporting plans.
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#### Project Execution & Coordination

- Lead cross-functional IT teams to deliver projects on time and within budget.
- Monitor project progress, track milestones, and ensure deliverables meet quality standards.
- Coordinate with business units, IT teams, and vendors to ensure alignment and resolution of issues.
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#### Risk Management & Compliance

- Identify, assess, and mitigate operational, security, and compliance risks.
- Ensure projects adhere to organisational policies and regulatory requirements

#### Monitoring & Reporting

- Maintain comprehensive project documentation, including status reports, risk logs, and change requests.
- Provide regular updates to senior management and stakeholders on project progress, risks, and outcomes.
- Conduct post-project reviews to capture lessons learned and recommend improvements.

### **Stakeholder Engagement & Communication**

- Act as the primary liaison between IT teams, business units, and external vendors.
- Facilitate meetings, workshops, and presentations to communicate project objectives and progress.
- Manage stakeholder expectations and ensure alignment with project goals.

### **Continuous Improvement & Best Practices**

- Promote project management best practices and methodologies (e.g., PRINCE2, PMBOK, Agile).
- Identify opportunities for process improvement, efficiency, and innovation within the IT project portfolio.

## **Work Performed (relating to key tasks)**

### **Project Planning & Initiation**

- Defines detailed project scope, objectives, and deliverables.
- Develops project schedules, budgets, and resource plans.
- Identifies stakeholders and establishes communication channels and reporting structures.

### **Project Execution & Coordination**

- Leads cross-functional IT teams to execute project plans.
- Monitors task completion, milestone achievement, and project timelines.
- Coordinates with business units, IT teams, and vendors to resolve issues and ensure alignment.

### **Risk Management & Compliance**

- Identifies potential risks (operational, security, compliance) and develops mitigation plans.
- Ensures projects follow governance, regulatory requirements, and organisational policies.

### **Monitoring & Reporting**

- Maintains project documentation, including status reports, change requests, and risk registers.
- Provides regular progress updates to senior management and stakeholders.
- Conducts post-project reviews to capture lessons learned and recommend process improvements.

### **Stakeholder Engagement & Communication**

- Facilitates meetings, workshops, and presentations to communicate project objectives, status, and outcomes.
- Acts as a liaison between IT teams, business units, and external vendors.
- Ensures stakeholder expectations are managed and aligned with project goals.

### **Continuous Improvement & Best Practices**

- Identifies opportunities to improve project management processes and methodologies.
- Promotes adoption of best practices in planning, execution, and risk management.
- Supports organisational learning by documenting lessons learned and knowledge sharing.

### **Hours of Work & Flexibility**

- This position requires flexibility to work outside normal business hours, including evenings and weekends.
- Overtime may be necessary during peak periods or to meet critical deadlines.

### **Materials, resources & equipment to be used**

- Project Management Tools & Software
- Project planning and scheduling tools (MS Project, Smartsheet, Primavera).
- Agile and collaboration platforms (Jira, Trello, Asana, Confluence).
- Reporting and dashboard tools for tracking KPIs and project metrics.
- Communication & Collaboration Tools
- Video conferencing and communication platforms (Microsoft Teams, Zoom, Slack).
- Email and instant messaging systems for team coordination and stakeholder communication.
- Documentation & Reference Materials
- Standard Operating Procedures (SOPs) and governance templates.
- Project management frameworks and guidelines.
- Risk management, compliance, and regulatory documentation.
- IT Infrastructure & Project-Specific Systems
- Hardware and systems required for project delivery, including servers, networks, or cloud environments where applicable.
- Access to application environments and databases relevant to the project scope.
- Other Resources
- Vendor and contractor support for project execution.
- External consultants or advisors for specialised guidance.
- Meeting rooms, collaboration spaces, and presentation equipment for workshops and stakeholder sessions.

### **Regular contacts (internal / external)**

#### **Internal Contacts:**

- IT Teams (applications, infrastructure, support) for project execution, coordination, and issue resolution.
- Business Units / Department Heads for requirement gathering, progress updates, and validation of deliverables.
- Senior Management / PMO Leadership for reporting project progress, risks, and outcomes.
- Security & Compliance Teams to ensure projects meet governance and regulatory standards.

**External Contacts:**

- Vendors, Contractors, and Service Providers for project execution and support.
- Consultants or External Project Advisors for specialised guidance and advisory services.
- Regulatory Authorities / Auditors during compliance verification or governance checks, as required.

**Staff Reporting to Post holder**

**Direct Reports:** Typically, project teams may include IT staff, contractors, or consultants assigned for the duration of a project. The Project Manager may have direct line responsibility for these team members during the project lifecycle.

**Indirect / Functional Guidance:**

- Provides guidance, leadership, and coordination for project team members.
- Mentors junior team members or project coordinators where applicable.

**Team Collaboration:** Ensures team members adhere to governance standards, project management best practices, and organisational policies.

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## Person Specification

**Qualifications / Experience Required****Experience:**

- 5+ years of experience managing IT projects in enterprise or corporate environments.
- Proven track record delivering projects on time, within scope, and on budget.
- Experience managing cross-functional teams, multiple stakeholders, and external vendors.
- Familiarity with IT governance, risk management, and compliance standards.
- Experience using project management software (MS Project, Jira, Asana, Smartsheet).

**Skills & Competencies**

- Strong leadership, communication, and stakeholder management skills.
- Strategic planning, risk-aware decision-making, and problem-solving abilities.
- Ability to manage multiple projects simultaneously and work under pressure.
- Knowledge of IT governance, compliance, and operational standards.
- Continuous learning mindset and adaptability to emerging project management methodologies.

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## Contact for Queries

Neil Roberts  
Head of Information Technology  
[robertn@hope.ac.uk](mailto:robertn@hope.ac.uk)

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## Conditions of service:

This post is based at Hope Park campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent, subject to the normal probationary period of 12 months.

Salary scale for this post is £38,784 to £46,049 per annum. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. A higher salary will not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and **supported by evidence**. Salary is payable monthly in arrears by bank giro credit on and around the 20<sup>th</sup> of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

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## Further Information

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

## Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;

- to be a national provider of a wide range of high-quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony
- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

### **Liverpool Hope's Values**

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

### **Equality and Diversity**

Consistent with its Mission, Liverpool Hope strives to be a University where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

### **Health and Safety**

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties

### **Sustainability**

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

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## Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

### Pay and Pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

### Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

### Training and Development

- Induction training for all new staff
- Staff development opportunities

### Health and Well-Being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

### Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

### Car Parking

All users of University car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

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## How to apply

You can download the application form by the link below:

[How to apply](#)

## Useful Links

[www.hope.ac.uk/lifeathope/welcome](http://www.hope.ac.uk/lifeathope/welcome)

<https://www.hope.ac.uk/gateway/staff/peopleservices/>

[www.hope.ac.uk/jobs](http://www.hope.ac.uk/jobs)

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