



# Gangmasters & Labour Abuse Authority

## IT Project Manager

### Summary of the role

As an IT (Information Technology) Project Manager, you'll be managing the delivery of existing and new IT services for the GLAA.

You will be responsible for ensuring the IT services we provide to both internal and external customers is maintained and improved.

### Workplace Values

At the GLAA all employees are expected to abide by the values we have within the organisation, Integrity, Respect, Commitment, Professionalism and Teamwork.

#### **Integrity**

Being trustworthy with an honest, responsible and reliable approach to achieve our goals.

#### **Respect**

Helping each other in a friendly, supportive and inclusive working environment to achieve our goals.

#### **Commitment**

Finding solutions with innovative ideas, sharing knowledge and expertise to achieve our goals.

#### **Professionalism**

Delivering quality, working productively with passion and pride to achieve our goals.

#### **Teamwork**

Working together to utilise each other's strengths, skills and experience to achieve our goals.

## Responsibilities

- Manage the resolution of problems working with expert users, suppliers, and the Home Office (who provide our ICT infrastructure and service management support).
- Be responsible for the management of all GLAA ICT.
- Ensure ICT changes are successful and work to mitigate and manage risks to service delivery.
- Work with suppliers to ensure service delivery and service change is fully understood and risk managed
- Build an understanding of GLAA ICT services and maintain relevant documentation.
- Support external user (public and partners) with use of GLAA ICT when required.
- Provide ICT induction training and support to new colleagues. Support existing colleagues on GLAA ICT and new ICT.
- Attend monthly service management meetings, identify issue, recommend solution to support service improvement.

Knowledge and Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of successful ICT service delivery in a medium to large scale ICT-enabled business.</li> <li>• Ability to quickly understand the core technical concepts related to the role and apply them.</li> <li>• Experience of managing multiple delivery partners and managing stakeholder relationships.</li> <li>• Experience of developing and managing ICT projects.</li> <li>• Lead on identification of issues and opportunities for service improvements.</li> <li>• Work with a high degree of autonomy and resilience, to competing demands.</li> <li>• Risk management and operational problem-solving skills in an ICT environment</li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 - IT Service Management qualification(s) such as Information Technology Infrastructure Library (ITIL)</li> <li>• Experience/Awareness of Government Digital Services, (GDS) requirements</li> <li>• Experience/qualification in ICT project using agile methodology.</li> <li>• Evidence of Continuing Development to ensure knowledge remains current.</li> </ul>

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| <ul style="list-style-type: none"><li>• The ability to collaborate, communicate and influence across teams and organisational boundaries</li></ul> |  |
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