

JOB DESCRIPTION FOR A 'POD' PROJECT MANAGER

Job title	Pod Project Manager
Reporting to	Lenitha Bishop, Head of DPOs
Job location	Ipswich, Suffolk
Salary	Competitive, subject to experience + Pension + Benefits
Role	Permanent, full time

Why join The DPO Centre Ltd?

We exist not to win by being the 'best' or the 'biggest' or the most 'successful'. Our purpose is to "inspire and develop one remarkable team, that delivers the extraordinary".

Our #oneteam philosophy encourages every member of our team to have respect, adapt and deliver; to grow and to enjoy *your* journey.

We win *because* we are #oneteam.

The DPO Centre is the UK's leading Data Protection Officer resource centre. We have delivered our services to over 500 organisations since 2017. As a team of 35, our core business is to provide 'fractional' (so less than part-time) outsourced Data Protection Officer (DPO) resources. We also provide GDPR and NIS Representation services to organisations globally.

We offer the opportunity to work in a fast paced, dynamic and varied role, alongside other like-minded and motivated professionals, within a structured, organised and co-ordinated environment.

Further details on The DPO Centre and our existing team can be found at www.dpocentre.com.

Candidate profile and job purpose

First and foremost, The DPO Centre is a service business. We look only to work with proactive, motivated, enthusiastic, customer driven, commercially aware team players, who can clearly demonstrate a passion for what we do, and an ideal fit with our core values, mission and culture.

Job Purpose

To support the continued growth in our client base and the number of active projects, we require an exceptional, experienced Project Manager to take responsibility for managing and coordinating the activities of a team of up to 8 Data Protection Officers and their many varying projects. We call these teams 'Pods'. Each Pod is led by an experienced DPO, who is the team's technical lead, so will provide you with all the necessary technical support. The project manager role is crucial to ensure we create and maintain momentum and commercial focus, as well as to nurture enthusiasm, inclusion and recognition across your pod.

The role requires highly effective co-ordination of your Pod members' resources and logistics, and management of their inter-dependencies across projects. You will be required to identify and pre-empt risks to project timelines, resolve resource allocation issues before they arise and ensure projects maintain a high-level of commercial focus.

Candidate profile

You will need to be a highly experienced Project Manager. Well presented, articulate and have excellent written and non-verbal communication skills. You must also be an outstanding organiser, have the capacity to manage and prioritise tasks from multiple sources and coordinate resources to deliver our various services.

Demonstrable experience and a project management qualification is essential.

We operate a relaxed, fun and sociable work environment, but with a constantly pressured workload where we remain resolutely focussed on delivering the highest possible standards of client service.

Duties and responsibilities:

Operations:

- Ensure the DPOs remain commercially focussed and follow The DPO Centre's SOPs and methodology
- Ensure projects are delivered on time and maintain our existing high standards
- Oversee day-to-day operations of the DPOs within your Pod along with the support of client services, the Pod technical lead and the Head of DPOs
- Dynamically allocate Pod resources to align with client requirements taking into account the interdependencies of other DPOs
- Liaise with other project managers where the required DPO resources span more than one Pod
- Ensure DPO timesheets remain up to date and accurate
- Plan for and assist with onboarding new joiners to ensure we provide shadowing opportunities
- Liaise with sales and client services to assist with onboarding new clients
- Identify, advocate and implement new processes, systems and protocols to maintain our journey of continuous improvement

Management:

- Take ownership of and closely manage the portfolio of projects across your Pod
- Monitor project progress, remove blockers and resolve issues proactively
- Capture actions from Pod team meetings and ensure completion within agreed deadlines
- Review and report on data from within our project and time management systems
- Deliver regular progress reports, team utilisation statistics and performance KPIs to the Head of DPOs

HR duties

- Manage resources around sickness/absence and ensure sufficient cover is in place
- Mentor and nurture new joiners
- Provide input for 121s, personal development plans and KPI monitoring
- Work collaboratively with all your colleagues to maintain a happy, motivated, inspired, appreciated, remarkable team, that delivers the extraordinary

Communication:

- Weekly updates with the Head of DPOs
 - Regular contact with Pod leader and your DPOs to remove blockers and recognise achievement
 - Bi-weekly 121s with each DPO to discuss operational and personal considerations
 - Liaise with the Head of DPOs to quickly resolve client concerns and complaints
 - Communicate commercial goals, listen to feedback and resolve conflicts diplomatically
 - Quarterly 121s with the CEO to help inspire ideas, expand creativity, share improvements and influence the future direction and strategy of the business
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Knowledge share/Culture:

- Suggest process and procedure improvements that can be adopted across other Pods
- Actively contribute to building the overall knowledge base of The DPO Centre's team
- Encourage creativity, empowerment and autonomy, and reasoned risk-taking
- Contribute to our inspiring team environment and our open and inclusive culture

Person Specification:

Education and experience

- A degree level qualification
- 5+ years' experience in project management role(s)
- Excellent knowledge of project management methodologies, such as Prince 2
- Demonstrable experience with budgeting and resource planning and allocation
- Experience within a professional services environment would be beneficial

Personal:

- Enthusiastic team player with effective leadership, communication and motivational skills
- Confident, outgoing and highly organised, with drive and initiative
- Ability to identify and then proactively resolve or pre-empt issues
- Ability to juggle multiple projects and priorities concurrently
- A willingness to grow, work hard, contribute to the team and develop new skills

Required Skills

- Highly organised, structured and disciplined
- The ability to work under pressure and prioritise multiple activities
- Excellent written, verbal and non-verbal communication skills
- Advanced knowledge and experience of using Microsoft Office applications
- The ability to maintain a high degree of confidentiality, trust and credibility
- Confidence to propose new and improved processes and effect positive change
- A willingness to learn and develop new skills

Desired skills

- Experience of Data Protection regulations and requirements
- Experience using WorkflowMax, HubSpot and Xero

Career Progression

- Team leadership > Senior Management

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