

## JOB DESCRIPTION FOR A 'POD' PROJECT MANAGER

<b>Job title</b>	Pod Project Manager
<b>Reporting to</b>	DPO Operations Manager
<b>Job location</b>	Hybrid (home/Ipswich office min 2 days per week)
<b>Salary</b>	£30-40K per annum (FTE), subject to experience + Pension + Benefits + Life Insurance
<b>Role</b>	Permanent, full time

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### Background on The DPO Centre Ltd

**The DPO Centre** is a data protection compliance consultancy formed in the UK in 2017. We provide outsourced Data Protection Officers, privacy consultancy services and GDPR representation to over 600 organisations globally. The DPO Centre group consists of The DPO Centre Ltd in the UK, The DPO Centre Europe Ltd in Dublin and The DPO Center B.V in The Netherlands, together with a network of representation offices throughout the 27 EU Member States.

Our mission is "To inspire and develop one remarkable team, that delivers the extraordinary", which supports our '#OneTeam' philosophy. Contact with the other members of our team will be frequent, as are the opportunities for team social activities. This therefore not only fulfils our commitment to exchange knowledge, share experiences, improve our processes and constantly improve on the best practice framework employed with our clients, but also to ensure that our new recruits quickly become integral to our motivated, sociable, and connected team.

We offer the opportunity to work in a dynamic, varied and challenging role, alongside a group of like-minded and motivated professionals, within a structured, organised and coordinated team. Further details on The DPO Centre and our existing team can be found at [www.dpocentre.com](http://www.dpocentre.com).

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### Candidate profile

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

To support our continued growth, we require an exceptional, experienced 'Pod' Project Manager to take responsibility of managing and co-ordinating the activities of Data Protection Officers and their many varying projects. You will need to demonstrate excellent communication and organisational skills, have the ability to prioritise your workload and to work in a structured manner.

Supported by our existing Project Management team, you will assist with the identifying and pre-empting risk to project timelines, resolve resource allocation issues before they arise and ensure projects maintain a high-level of commercial focus.

You would benefit from a basic understanding of data protection and the GDPR and possess the ability to manage the demands of multiple tasks and will therefore be able to prioritise effectively and maintain the highest degree of confidentiality and professionalism.

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If you are our ideal candidate, you will value attention to detail and deliver high quality work within agreed timescales. You will be dynamic, self-motivated and forward-thinking with a strong work ethic and 'can do' attitude. To meet the requirements for this role you will need to demonstrate that you have previous experience in event management.

This role is based in our Ipswich office, with a balance of hybrid working.

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## **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(s) along with the support of Pod Leaders, DPO Operations Manager and the Head of 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 DPO delivery team, 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(s)
- 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 COO, Head of DPOs and DPO Operation Manger.

### HR duties

- Support Head of DPOs and DPO Operations Manager to plan 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 DPO Operations Manager and 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
- Liaise with DPO Operations Manager to relay delivery and operational trends that can be rectified or improved
- Communicate commercial goals, listen to feedback and resolve conflicts diplomatically
- Quarterly 121s with the COO to help inspire ideas, expand creativity, share improvements and influence the future direction and strategy of the business

### Knowledge share/Culture:

- Suggest process and procedure improvements that can be adopted across the delivery team.
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- 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

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## **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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