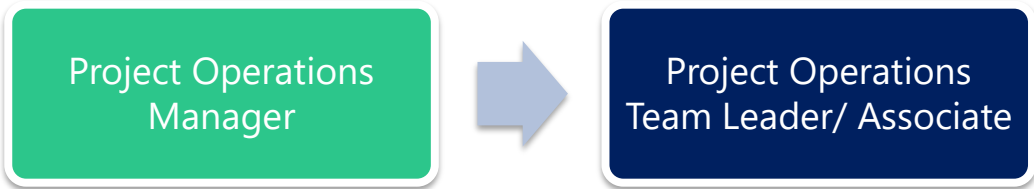


Job Title	Project Operations Manager (London Core Disciplines)
Grade	Senior
Team	UK Project Operations (UKPO)
Business Unit	UK
Location	(UK)
Reporting Line	

Role Overview	
What is the purpose of the role?	
<p>The Project Operations Manager (POM) is a key role in the Project Operations team. The POM works with engineering teams supporting Job Leaders and Project Directors with the planning and financial management of their projects, and the Discipline Leaders with efficient resourcing and utilisation of their groups, under the guidance of the Project Operations Team Leader and support of the wider team.</p> <p>As a Project Operations Manager you will oversee and implement financial operations within the engineering teams to ensure consistency of approach and to identify, help manage and mitigate exposure to commercial risk.</p>	
Responsibilities	
<ul style="list-style-type: none"> • Provide guidance and regular reporting to Job Leaders (JLs) and to keep jobs on track with planned resourcing and in profit, and to escalate where any risks are perceived • Collaborate with the Structures Business Manager and Discipline Directors to provide support and regular insight to Discipline Leaders (DLs) to allow them to maintain an appropriate team for their workload, and to allow the business to understand resource commitment and availability. • Hold close, trusted relationships with the engineering teams and wider support teams and make sure communication routes are open and conversation is regular in order that appropriate action can be taken as early as possible. • Provide continuity and a point of contact so a regular cycle of monthly checking, meeting and reporting is in place and observed by the teams. • Build commercial awareness and support within discipline drawing on a deep understanding of process, budgets and approval processes, in order to create an increasing financially sustainable business proposition. 	

What will you be doing ...**A detailed overview of your responsibilities is as follows...****Leadership**

- Build and maintain strong relationships with other key stakeholders within business services
- Build and maintain other internal and external relationships to allow growth of role and influence of team
- Represent Project Operations at meetings and within the wider business, contributing to wider operational meetings and improvement projects
- Contribute to team projects, under guidance of Team Leader
- Look for improvement opportunities to drive positive change
- Advocate for best practice, hold position of trusted advisor, strive for and celebrate excellent performance
- Understand wider business structure and roles and responsibilities of different business services teams
-

Project Setup

- Create promotional projects for projects on Single Discipline Low Risk register and convert to live
- Support JLs with the creation of plans / plan templates
- Chair/attend job leader reviews on a monthly basis with the objective that the plans are up to date ahead of the monthly billing cycle
- Support JLs & PDs with conversion of projects from Promotional to Live making sure contingencies, taxes, directorship and PD time accounted for in fee allocation, and fees are allocated to disciplines and workstages

Project Maintenance

- Support JLs and PDs with plan adjustments
- Review portfolio performance with JLs in monthly or bimonthly 1-1 sessions particularly in relation to scope/deliverables and planned cost - advise on potential adjustments needed to plan, fee/contingency, and profit targets, and review planned vs actual costs
- Attend PD Reviews led by Regional Accountant (RA), provide planning and fee/contingency management guidance where needed
- Review existing Investment (I) projects / T (Technical) projects and support with any changes or updates required
- Support DLs with review in week three of the accounting cycle of planned vs actual costs, mitigate forecast losses as far as possible

Project Close Out

- Support PDs with the release of contingency, make workstages dormant as required and remove planned costs from plans

Project Accounts

- Attend project accounts meetings at month end, support JLs and PDs with plan and fee adjustments, and support conversations around additional fees required
- Monitor sub-consultants' costs, support JLs with planning adjustments
- Support JLs with liaison with Finance Housekeeping regarding incorrectly posted time

Future work

- Review and update p-plans and additional bids (including change plans and scenario plans) for PDs within the Cost Centre
- Create additional P-plans for JLs and PDs as required
- Convert change plans and additional bids to live once won and transfer associated plans to live

Job Leader Reviews

- Hold regular reviews with JLs to discuss job progress, understand deliverables, scope and programme and consider the fee and resource required to deliver the job, advise on any adjustments to be made
- Support JL with change management and fee/scope/programme negotiations with PDs
- Review planned versus actual cost bookings, contact JLs and follow up actions
- Assist JLs with adjustments

Discipline Management

- Establish collaboration with the Structures Business Manager and Discipline Directors with a view to deliver the following:
 - Participate in regular group resourcing meetings, supporting and providing guidance where necessary to Discipline Leader and wider team, and helping them to identify available resources
 - Ensure capacity reporting tool (RUBO) is up to date, paying specific attention to anticipated P projects starting within the month
 - Support DLs with review of headcount and liaison with HR to set up new starters/other leave/leavers/errors
 - Review Non Project (Z) time allocations with Discipline Leader (DL), and populate / amend Z plans with support from wider Project Operations team, in line with agreed budgets
 - Review utilisation reports and planned vs actual cost reports with DL and provide guidance
 - Provide escalation route to DLs through Team Leader and Discipline Directors
 - Work with DLs with regular (yearly or six monthly) reviews of utilisation targets and cost rates
 - Provide one-off data/report requests as and when needed

Training

- Provide ERP support and training to engineering teams, other team members and wider business support teams
- Provide Dashboard training for engineering teams as necessary
- Provide input when creating guidance and updates manuals and documentation
- Provide training to new members of London core technical team covering applicable project operations processes (including timesheet entry, consultancy basics, project lifecycle, and JL responsibilities as appropriate)

More about you ...**Qualifications & Skills**

- Degree or similar qualification in a relevant field (Business Management, Finance, Project Management) or commensurate professional experience in a related sector
- Highly numerate, able to manipulate large sets of data and provide analysis which can be easily understood
- Able to understand complex business concepts and explain them to others
- Excellent verbal and written communication skills
- Able to produce insightful reporting at a high standard

Experience

- Experience of working in engineering, design or professional consultancy in a similar field
- Solid experience using databases and ERP systems, preferably Deltek Vision/Vantagepoint, and of extracting information, reporting and analysis
- Advanced experience using MS Excel and previous exposure to Power BI
- Experience working in engineering/consultancy project operations environment preferred

Style and Behaviours**Delivery**

- effectively uses time to ensure cost efficient and appropriate quality, helps others to do the same
- is able to brief others on what is required, ensuring they have understood
- effectively communicates in meetings and in person
- can demonstrate track record of improvements to systems and processes
- involved with setting guidance and oversees the output of other team members

Leadership

- shows enthusiasm for both own and others' roles
- creates a positive atmosphere and psychological safety within the team
- raises concerns and makes potential suggestions, raises to an appropriate level

- picks an appropriate way to approach different people and teams to get the best out of them
- shows resilience, commitment, and respect

Collaboration

- supports the team leader in the management of the team
- asks for but also provides guidance from/to the team
- advocates for the team in active discussions with other business services roles and the engineering community
- demonstrates an understanding of the Buro Happold brand and services
- provides training to both team members and technical teams as a subject matter expert
- brings in expertise from outside the team drive improvement

Technical

- is a super user of our ERP and business systems and can demonstrate improvements
- actively works to improve own skills both in role and through agreed training
- is able to work autonomously and also oversees the quality of others' work
- actively seeks feedback and demonstrates growth