*PHOENIX Medical Supplies will be recognised as a provider of
top class business relevant solutions to the UK healthcare industry,
operating with honesty and integrity to show leadership in partnership*

Role Mandate

Job Title:	Project Lead
Function /CFBU:	IT
Dimensions of the Job:	N/A
Reports to:	Project, Change and Demand Manager
Location:	Runcorn

Job Summary:

Support the identification, prioritisation, planning and delivery of IT changes in alignment with the organisation's business, IT and digital strategy. Ensure initiatives are planned and prioritised in the most efficient manner in order to achieve optimal usage of the organisation's technology resources and deliver maximum business benefit.

Fulfil the role of IT Business Partner for agreed parties.

Responsibilities:

- Support the Project, Change and Demand Manager in capturing and coordinating all demands for IT changes and projects to create a change and project pipeline in conjunction with the other IT functional teams.

- Work closely with the other IT teams, the PMO and third-party providers to deliver coordinated development, delivery and implementation of projects and changes based on agreed timescales.

- Represent the IT function as a workstream lead on cross-functional projects as agreed.

- Support the Project, Change and Demand Manager in the selection, configuration and usage of appropriate tools to support change and project management.

- Ensure that all initiatives are managed in accordance with the European IT Governance processes including Idea Management.

- Fulfil the role of IT Business Partner for agreed parties.

- Support the annual planning cycle and in particular preparation of the IT Solution Delivery budget.

- Support the Project, Change and Demand Manager in structuring, capturing and estimating the demand for IT resources on an ongoing basis and mapping this demand against an agreed plan and resource base.

- Ensure that relevant IT and Data Security standards, including market specific requirements such as GxP, CSV and SOx, are met at all times.

General

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people.

Key Experience, Knowledge, Skills & Qualifications:	

Key Experience

- Commercial exposure to changes and projects managed according to a formal process (desirable).
- Working with third party providers (desirable).
- Industry specific experience in one or both of pharmaceutical distribution and retail pharmacy (desirable).

Knowledge and skills

- A recognised project management methodology, e.g. PRINCE2 or PMI PMBOK (desirable).
- PHOENIX internal project management standard for IT, PROFIT (desirable).
- Project Scheduling and Tracking using MS Project (desirable).
- Ability to produce detailed documentation to a high standard (essential).

Qualifications

- Project management qualification (desirable).
- Degree or HND in an IT or Computer Science related discipline (desirable).
- ITIL Foundation Certificate in IT Service Management (desirable).

Key Interfaces

- CFBUs.
- Business Support Functions.
- Peers in internal IT functions.
- Third party solution providers.

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
    - encourages innovation and improvement

Business	Customer
Quality	People

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement