

# INFORMATION FOR APPLICANTS PACK

## Programme & Project Manager



MCS Group is delighted to be partnering with Invest NI, to exclusively recruit a **Programme & Project Manager**.

The **Programme & Project Manager** will manage the delivery of a programme of ICT enabled change projects in line with the organisation's strategic needs, implementing best practice robust project management techniques.

Closing Date: **Friday 7th October - 12pm**

Invest NI is an Equal Opportunities Employer. Invest NI is committed to equality of opportunity and welcomes applications from suitably qualified people from all sections of the community.

At this time, it particularly welcomes applications from people with disabilities and from minority ethnic groups.



[www.mcsgroup.jobs](http://www.mcsgroup.jobs)



## ABOUT THE ROLE

# Programme & Project Manager

**An opportunity to deliver key ICT enabled change projects and programmes aligned to Invest NI's strategic needs.**

The Programme & Project Manager will report to the Head of the Internal Operations Division and will be responsible for the identification, scoping and programme management of a range of high-profile technology projects also help define Programme and Project Management methodologies.

The Programme and Projects Manager will manage the delivery of a programme of ICT enabled change projects in line with the organisation's strategic needs, implementing best practice robust project management techniques. You will be responsible for the detailed project management of these projects, managing cross functional project teams to deliver successfully and at pace.

Specifically, you will be responsible for the identification, scoping and programme management of a range of high-profile technology projects being identified in phase 3 of the Invest NI Technology Strategy and will also help define Programme and Project Management methodologies incorporating Agile, Prince II, Waterfall and DevOps toolsets and thinking as suitable for each project and activity.

Within the Project Office you will be largely responsible for the specific customer relationship management projects and enhancements supported by Invest NI's Microsoft Dynamics based CRM system and associated add-ons and systems.

### **Reporting to the Head of the Internal Operations Division, your main responsibilities are:**

- Manage several cross functional teams in the delivery of Programmes and projects.
- Manage and create project plans, business cases, budgets and benefit realisation monitoring
- Programme manage a range of technology update projects.
- Facilitate ongoing organisational continuous improvement activities in the area of customer interaction.
- Manage or assist in the identification, selection and procurement of systems and services;
- Help ensure the security of Invest NI's electronic information systems;
- Promote best practice in the provision of services to Invest NI's Staff and Customers;
- Lead the Business Improvement and change management process for enhancements and upgrades in the area of CRM including coordinating and delivering process and systems changes in the area of customer relationship management.



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**Reporting to the Head of the Internal Operations Division, your main responsibilities continued:**

- Identify the resources and skills required to support the delivery of programmes and projects, highlighting gaps and help to resource these.
- Develop and implement process and procedural improvements in how we interact with our customers. Put processes in place to allow the organisation to ensure best practice in customer interaction.
- Work with the organisations Business Improvement Manager to manage a pipeline of work establishing and managing appropriate governance for delivering and embedding improvements into day-to-day operations
- Apply best practice techniques to deliver programme and projects in conjunction with internal customers, key stakeholders and customer feedback to ensure processes are optimised
- Lead and be accountable for building and maintaining positive relations with staff and leaders across the organisation and relevant stakeholders
- System Maintenance/upgrades and release management

**All applicants must, by the closing date for applications, be able to demonstrate the following skills, knowledge and experience.**

ABOUT THE SUCCESSFUL CANDIDATE

# Selection Criteria

All applicants must, by the closing date for applications, be able to demonstrate the following skills, knowledge and experience.

## Personnel Specification

In order to be considered for the role, candidates must be able to demonstrate experience in each of the following essential criteria. Recent has been defined as within the past **eight years**.

### Project Management

1. Working knowledge of project management methodologies demonstrating experience of successful organisational wide project management, including project scoping, implementation, capture of impact of improvement activity and outcomes;

### Business Improvement

2. Experience of managing relationships with stakeholders and multiple stakeholder groups to understand complex problems and recommend technology enabled options for change. Including recent experience of delivering quantifiable business improvements.

### Requirements Capture

3. Working knowledge of detailed technology requirements capture, with ability to work with multiple users to gather and define requirements demonstrating the ability to communicate the solution with end users and developers. Experience of user acceptance testing, creating test plans, release management and ensuring the end solution meets the users' needs.

### Leadership, negotiation and management

4. Evidence of strong relationship management, influencing and negotiation skills and an ability to motivate, collaborate with and lead others. Demonstrated recent ability to effectively develop and make informed decisions and assist the decision making of others to make improvements to service provision.

### Procurement/Contract Management/Budget Management

5. Working knowledge of scoping, procuring and implementing complex Technology enabled solutions which meet the needs of your organisation;
6. An understanding of commercial contract management, with experience of managing supplier SLAs and relationships to develop and deliver effective solutions including financial planning and budget management.





# Invest NI

## ABOUT THE ORGANISATION

**As the regional business development agency, Invest NI's role is to grow the local economy by supporting new and existing businesses to compete internationally, and by attracting new investment to Northern Ireland.**

A non-departmental public body, part of the Department for the Economy, we provide strong government support for business by effectively delivering the Government's economic development strategies.

Invest NI offers the Northern Ireland business community a single organisation providing high-quality services, programmes, support and expert advice. We principally support those businesses that can make the greatest contribution to growing our economy. These are businesses that have ability to grow and drive productivity in the economy and are keen to export their goods and services outside Northern Ireland.

Invest NI is organised into 8 operational business groups, each headed by an Executive Director.



# About the Transformation Group

Within Invest NI we have a high level Group structure with the Transformation Group responsible for the delivery of our Regional Business activities, Performance, Compliance and Co-Ordination and the Invest NI Internal Operations Division.

The IO Division consists of five core teams; Information Communication Technology (ICT), Procurement, Information Management, Projects Office (Delivering digital / technology enabled projects) and Information Governance.

We have an ambitious Evolve Digital Technology Roadmap / Strategy driving forward End to End continuous improvements across all business areas and further enabling interactions with our customers.

**ICT**

**Procurement**

**Information Management**

**Projects Office**

**Information Governance**



# About the Internal Operations Project Office

THE PROJECT OFFICE IS RESPONSIBLE FOR THE MANAGEMENT AND DELIVERY OF STRATEGIC INTERNAL PROCESSES AND TECHNOLOGY PROJECTS

The Projects team is responsible for the management and delivery of a number of strategic internal processes and technology projects. We also provide a focus on change management and the ongoing development of procedures and best practice in the delivery of projects.

It is staffed by a number of experienced project leaders and facilitators who work across the organisation with project specific teams and working groups to ensure efficient and effective delivery of the projects in their remit and also drive a culture of continuous improvement and change

**Process**

**Projects  
&  
Programmes**

**Best Practice**

**Methodology**

**Delivery**

# Invest NI Vision and Values

OUR VISION AND VALUES OUTLINE WHAT WE AIM TO ACHIEVE AND HOW WE WILL ACT IN ALL OUR DEALINGS WITH CUSTOMERS AND STAKEHOLDERS.

## Our Vision

We will champion the growth of innovation and exports to build a local economy that competes globally. We will be a world leading business development agency.

For more information about Invest NI please go to the Invest NI web site, [www.investni.com](http://www.investni.com)

## It starts with me

*I am part of a group of individuals. Individuals who lead by example to create a culture that is inclusive and innovative. From the way I work, to how I treat others, I have a responsibility to collaborate around our shared values and inspire everyone to go the extra mile.*

## iCount

I actively ensure that diversity and inclusion is at the heart of everything I say and do.

## iShow

I am a leader and I role model our values and behaviours in everything I say and do.

## iCare

I look after my own and my colleagues' health and wellbeing through my actions.

## iRespect

I do the right thing.

## iPartner

I do everything I can to ensure customers and colleagues are successful.

## iShape

I play an important role in making Invest NI a more engaging place to work.

## iOwn

I think about and take responsibility for my own personal development.



# Selection Process

ALL APPLICATIONS FOR EMPLOYMENT ARE CONSIDERED STRICTLY ON THE BASIS OF MERIT

## Canvassing

Canvassing in any form is not allowed at any stage of the process.

## The Application Form

To ensure equality of opportunity for all applicants:

- Only completed applications on the application form will be accepted.
- CVs or any other supplementary material in addition to completed application forms will not be accepted.
- Applicants must complete the application form in Arial size 10 font, or block capitals using black ink.
- The space available on the application form is the same for all applicants and must not be altered or re-formatted;
- If you are submitting your completed application form electronically, you must ensure that it is sent via email as an attachment (either as a PDF or Microsoft Word document only). Forms sent via any other online method or converted into any other digital format, or which MCS Group deems unsafe to open, will not be accepted.
- Applications which are received after the closing date and time will not be accepted;

## Other points to note:

- You should ensure you provide evidence of your experience on your application form, giving length of experience, examples and dates as required. It is not sufficient to simply list your duties and responsibilities. Invest NI will not make assumptions from the title of your post as to the skills and experience gained. It is vital that you highlight your specific role and contribution by using actual examples to illustrate your experience against the selection criteria.
- Applications which do not provide the necessary detailed information in relation to the knowledge, skills and criteria required will be rejected.

## Data Protection

Please refer to the MCS Group Privacy Notice available at [mcsgroup.jobs](https://mcsgroup.jobs) for information as to how your personal data will be processed stored and shared by MCS Group.

The Invest NI Privacy Notice is available at <https://www.investni.com/about-us/privacy-notice>.

# Selection Process

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## Equal Opportunities Monitoring Form

Invest NI is an Equal Opportunities Employer and to help ensure that we are meeting our Equality of Opportunity obligations, we monitor the composition of staff and applicants. This monitoring helps to assess whether any of our policies, procedures or activities are operating to the detriment of any particular grouping within our diverse society. Therefore the monitoring form included with your application form is regarded as part of your application and should be completed and returned.

The monitoring form will not be available to the selection panel. It will be separated from the application form by the monitoring officer and transferred to a computer based monitoring system. There it will be protected, access restricted and used strictly in line with our Privacy Notice.

The Invest NI Privacy Notice is available at <https://www.investni.com/about-us/privacy-notice>

## Shortlisting

A shortlist of candidates for assessment and interview will be prepared on the basis of the information contained in the application. Candidates are therefore reminded that the responses in their application form should demonstrate how and to what extent they satisfy each of the criteria outlined.

Shortlisting will be conducted against eligibility criteria 1, 2 and 4.

Only those candidates who, from the information supplied on the application form, most closely match the selection criteria for the post will be shortlisted.

## Reserve List

This competition will be used to compile a list of suitable appointees in order to fill any future vacancies with the same selection criteria that may arise in the 12 months following the competition.

Where further positions arise which require the same skills set outlined in this Information for Applicants pack, consideration will be given to filling them from this competition.



# Interview and Assessment

ALL APPLICATIONS FOR EMPLOYMENT ARE CONSIDERED STRICTLY ON THE BASIS OF MERIT

Shortlisted candidates will be invited to an assessment and interview, the selection panel will assess candidates against the interview and assessment criteria as appropriate.

The panel's decision at every stage of the selection process is final.

## Interview Guidance

If this is your first experience of a criterion-based interview, bear in mind that it does not require you to:

- talk through previous jobs or appointments from start to finish;
- discuss your background and experience at a general level; or
- provide any information that is not relevant to the post for which you are applying.

A criterion-based interview does, however, require you to:

- focus exclusively on the criteria required for effective performance in the role; and
- provide specific examples of your experience in relation to the required criteria.

In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:

- **Situation** – outline the situation;
- **Task** - what was your objective, what were you trying to achieve;
- **Action** - what did you actually do, what was your unique contribution
- **Result** - what happened, what was the outcome, what did you learn.

It is strongly recommended that you familiarise yourself with the selection criteria outlined in this pack. The interview panel will ask you to provide specific examples from your past experience in relation to each of the criteria areas.

You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each criteria area. You may draw examples from any area of your work / life experiences. No candidate notes will be permitted in the test or interview room.



# Equality of Opportunity

INVEST NI IS AN EQUAL OPPORTUNITIES EMPLOYER

Invest NI is committed to a policy of Equality of Opportunity in its employment practices and aims to ensure that no actual or potential job applicant or Staff Member is discriminated against, either directly or indirectly, on the grounds of gender, gender reassignment, marital (or civil partnership) status, disability, race, community background or political persuasion, age, dependents, sexual orientation, pregnancy and maternity or Trade Union membership.

Each person shall have equal opportunity for employment, training and advancement in Invest NI on the basis of ability, qualifications and performance. This maximises the effective use of human resources in the best interests of both the organisation and the individual.

Invest NI is committed to equality of opportunity and welcomes applications from suitably qualified people from all sections of the community.

To facilitate Equality of Opportunity Invest NI offers a range of family friendly policies which reduce barriers to combining work and family commitments.



# Terms, Conditions and Benefits

THE APPLICATIONS MANAGER ROLE IS A PERMANENT APPOINTMENT

## Salary

The salary range for this position is £39,748 – £42,639 per annum (Deputy Principal, 2021 Pay Scale). The entry point for the successful candidate will be at the minimum of the range.

## Pension

You will be eligible to join the Principal Civil Service Pension Scheme Northern Ireland (PCSPSNI). Full details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at <https://www.finance-ni.gov.uk/landing-pages/civil-service-pensions-ni>

## Holidays

Your annual leave entitlement will be 25 days per annum with an additional 12 Public and Privilege holidays. This rises to 30 days after 5 years' service. The leave year runs from 1st February to 31st January. Leave entitlement in the period prior to the start of the new leave year is calculated on a pro-rata basis.

## Hybrid Working and Hours of Work

Invest NI employees have hybrid working arrangements.

We believe that these arrangements optimise the staff working experience as well as ensuring that we deliver our exceptional service and contribution to building the NI Economy.

Currently, Invest NI employees work at least two days per week in the office and the remainder at home. The standard working hours are 37 per week, Monday to Friday, and Invest NI operates a flexible working scheme. Further details of this scheme will be made available to you upon joining the organisation. Employees will be required from time to time to work outside normal working hours to fulfil the demands of the role.

## Learning and Development

Invest NI is an Investors in People accredited organisation and is committed to supporting staff to reach their full potential. Invest NI actively develops all staff and invests significantly in training and development for business success and personal growth. This includes on-the-job training, external training and, where appropriate, further education.

# Terms, Conditions and Benefits

THE APPLICATIONS MANAGER ROLE IS A PERMANENT APPOINTMENT

## Other Benefits

Maintaining a positive work/life balance is important to Invest NI and we have a range of policies to help achieve this including flexible working practices, for example parental leave, provision of special leave for emergencies and employee welfare services.

You will have access to a number of other schemes including Healthcare, Cycle to Work, and Annual Commuter Travel Card.

We also have a vibrant Sports and Social Committee and promote positive health and wellbeing through regular activities such as the Walking Club, 5-a-side football and regular social events.



# Appointment

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If successful, you will be expected to take up the position as soon as possible. Should you decline an offer of appointment, you will not be offered any future posts to be filled from this competition.

## Before Starting

Prior to taking up your duties, you must supply a copy of your birth certificate and enter into an agreement setting out the terms of your appointment.

## References

Your appointment is subject to receipt of two satisfactory references.

## Conflicts of Interest

Candidates must note the requirement to declare areas of actual, potential or perceived conflict with the interests of Invest NI. You will be required to make such declarations upon offer of employment and annually thereafter for Invest NI's consideration. You will be required to abide by the rules adopted by Invest NI in relation to private interest and possible conflict with public duty; the disclosure of official information; and political activities.

## Vetting Requirements

Your appointment is also subject to a background check - Invest NI will organise a Criminal Record Check on successful applicants to be carried out by AccessNI. The category of AccessNI check required for this post is Basic Disclosure Certificate. You should not put off applying for a post because you have a conviction and any disclosure will be seen in the context of the job description, the nature of the offence and the responsibility for the care of existing clients and employees. We deal with all criminal record information in a confidential manner and in accordance with our Privacy Standard. Information relating to convictions is destroyed after a decision is made.

More information can be found on <http://www.accessni.gov.uk/>. If you are being considered for appointment, you will be asked to complete the AccessNI application form. Please note that a request to complete this form should not be seen as a guarantee of an offer of appointment. Failure to complete the application form and return it within the specified time will be regarded as 'no longer interested in the position' and your application will be withdrawn.

Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978. A copy of Invest NI's Policy on the Recruitment of Ex-Offenders is available upon request.

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## Probation

You will be subject to a 10 month probationary period. At the end of this period, subject to satisfactory performance and attendance you will be confirmed in post. If your performance, conduct or attendance during this period is not satisfactory your appointment may be terminated.

## No Smoking Policy

Invest NI operates a no smoking policy in all its offices.



# Interested?

COULD THIS BE YOUR ROLE?



I'm pleased that you've shown an interest in this role, and I hope this Information for Applicants Pack helps highlight the opportunities of joining the Projects Office at Invest NI.

To find out more, and discuss the details of the opportunity, contact me.

*Rachael Deery, Specialist Recruitment Consultant*



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**[www.mcsgroup.jobs](http://www.mcsgroup.jobs)**