



Forward thinking
Straight talking

Project Manager – Austen Hays

JOB SPECIFICATION

Gateley /

POSITION:	Project Manager - Austen Hays
LOCATION:	Birmingham
CONTRACT TYPE:	Permanent

The *role*

Reporting to the Project Management Lead, a Project Manager at Gateley you will be a member of our Solution Delivery team aligned with one of our newest businesses, Austen Hays. The team at Austen Hays have acted on some of the most complex and significant collective cases in the UK, brought by both consumers and businesses. They have been at the forefront of the rise of class actions in the UK, including previously acting as lead solicitor for over 71,000 individuals in the landmark Volkswagen NOx Emissions group litigation case, which settled for £193m in May 2022.

As a Project Manager in our dynamic IT Team, you will manage and deliver project for Austen Hays, incorporating delivery of Salesforce solutions, alongside other IT and business change projects.

The primary focus of this position is delivery and post-implementation support of customer applications and objects within Salesforce for delivery to one of the Gateley Group businesses and its clients.

The Project Manager will be responsible for:-

- The definition, documentation and successful delivery of projects for Austen Hays business within agreed time scales and budget
- Where required, the definition, documentation and successful delivery of IT and change projects for the wider Gateley group within agreed time scales and budget.
- Directing and supporting project team members, both internal and external to the organisation
- Managing stakeholders through the discovery phase to elicit project requirements
- End-to-End project management of all assigned projects
- Maintaining open and effective communication with users and stakeholders with regards to the planning and delivery of individual programmes of work and projects
- Achieving project buy in and co-operation and minimise impact of risk to the business
- Identifying, initiating and maintaining project RAIDs for all projects and programmes of work.
- Developing strategies and measures to mitigate and/or control risks identified ensuring contingency plans are developed and executed
- Production, maintenance and delivery of appropriate project management documentation
- Liaising between business stakeholders, IT Team members, 3rd party suppliers, clients and others as required to deliver IT projects for the Gateley business and / or its clients
- Ownership of work breakdown structure, production of estimates, project plans, technical plans and requirements, finances, risk & contingency, scope management and change control

- Preparation of project management products (PID, status reports, change control notes, Business Case, BRS, Test and other key documentation)
- Clearly articulating business requirements, business process, delivery plans and the benefits cases for programmes of work.
- Communicating in language that is appropriate to the audience
- Identifying, contracting with and management of 3rd parties to deliver solutions for Auten Hays and the wider Gateley Group as necessary
- Ensure projects create all necessary documentation to enable the IT Service team to fully support the solution after the project has concluded
- Ensuring data integrity and accuracy within Salesforce by implementing and enforcing data quality standards, while ensuring good CRM hygiene to comply with regulations such as GDPR
- Collaborating with wider IT and security team to implement and maintain robust data security measures
- Acting as the primary point of contact where collaboration with external vendors as needed for Salesforce-related enhancements and integrations
- Adhering to (and suggesting improvements to) Gateley's Software Delivery Lifecycle (SDLC)
- Supporting wider IT team at times with tasks that might be outside of core role description as we are relatively small team, which is collectively striving for excellence
- To be aware of and comply with the company's policies and procedures

The above description is not an exhaustive list due to the nature of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested.

The *team*

Gateley Plc has a dynamic and collaborative IT department. We are growing our team to over 60 staff members in total across IT Service, Infrastructure, Architecture, Security, Change Management, Development, Innovation and Client Solutions.

The Solution Delivery team comprises Change Management, Development, and Innovation professionals. The entire team is based in our Birmingham city centre office.

The team is responsible for definition and delivery of transformational change across Gateley and IT system / processes improvements, as well as developing client-specific solutions, and managing integrations between systems.

The *person*

This opportunity would ideally suit an individual from a legal or professional services background. The successful candidate will be able to demonstrate the following:

- Degree educated – ideally with a technology-based degree
- PRINCE 2, AMP or similar project management qualification

- Ideally a Salesforce Certified Service Cloud Consultant Excellent problem analysis, system design, troubleshooting and resolution skills.
- Project planning, estimation, requirements gathering, and business case writing.
- Excellent written and verbal communication skills
- Demonstrable experience in delivering end to end projects in a Professional Services or Finance environment
- Requirements gathering
- Working with senior stakeholders
- 3rd party supplier management
- Ability to communicate complex technical concepts to stakeholders of varying degrees of technical understanding.
- Able to build trusted relationships with C-level stakeholders.
- Willingness to learn new skills and educate others.
- Confident approach.
- A responsible and honest attitude.
- Ability to prioritise work.
- Remain calm under pressure.

The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and well being

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture. Gateley's IT team have recently been awarded the Diversity and Inclusion Award at the 2023 British Legal Technology Awards showing both the team and wider business' commitment to Diversity and Inclusion.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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