

### Role Profile

<b>Position Title</b>	Senior Manager – Project Management and Delivery
<b>Role Holder</b>	
<b>Reports To</b>	Associate Director – Project Management
<b>FCA/PRA Approved Person Category(ies)</b>	No
<b>Date</b>	July 2024

### Overall role

<ul style="list-style-type: none"> <li>• <b>Manage the effective delivery of the Office of the CEO Project Management team project portfolio</b></li> <li>• <b>Monitors the Office of the CEO Project Management team Key Performance Indicators (KPIs) and Performance Indicators (PIs)</b></li> <li>• <b>Manages the Office of the CEO Project Management team development and resourcing capacity</b></li> <li>• <b>Develops clear project scope and high-level plans for Complex projects, when required</b></li> <li>• <b>Provides effective leadership to the Project Management team</b></li> <li>• <b>Represent the business externally with consultants and prospective vendors in respect of allocated projects</b></li> </ul>
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### Key Responsibilities and Competencies

<p><b>Manage the effective delivery of the Office of the CEO Project Management team project portfolio</b></p> <ul style="list-style-type: none"> <li>• Manages the Office of the CEO team of Project Managers by providing oversight, guidance, and challenge, and review of key project management documents where deemed applicable</li> <li>• Ensures all projects are on track, or an appropriate remediation plan has been put in place</li> <li>• Ensures a good understanding of the project scope, status, risks and issues across all projects in the team’s delivery portfolio</li> <li>• Ensures a consistent approach to project management across the team in line with the project governance framework</li> <li>• Ensures any risk events identified by the Project Managers are escalated appropriately</li> <li>• Manage and maintain strong relationships with sponsors and stakeholders across all team projects</li> <li>• Contribute to developing and maintaining a strong partnership with external vendors and internal stakeholders</li> <li>• Support in developing and maintaining strong partnerships with external vendors and internal stakeholders</li> <li>• Performs detailed review on all Project Management reporting prior to Associate Director review</li> </ul>
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**Monitors the Office of the CEO Project Management team Key Performance Indicators (KPIs) and Performance Indicators (PIs)**

- Monitors the KPIs and PIs for any issues or trends identified
- Understands why KPIs or PIs have not been met across the portfolio of projects escalating issues as required

**Manages the Office of the CEO Project Management team development and resourcing capacity**

- Provides coaching to ensure the continued development of the project delivery team
- Escalate issues with PM resource in a timely manner providing suggestions on possible solutions to resolve
- Reviews team development and discusses development opportunities for team members with the Associate Director.

**Develops clear project scope and high-level plans for Complex projects**

- Takes a leading role in developing a clear project scope and high level plans for new, complex projects before allocating to the delivery team for execution, as directed by the Associate Director

**Provides effective leadership to the Project Management team**

**Employee Development and Coaching:**

- Facilitate the growth and development of your team members. This includes providing regular feedback, identifying their strengths and areas for improvement, and creating individual development plans. Help them acquire new skills and knowledge to excel in their roles.

**Performance Management:**

- Monitor and managing the performance of your team members including setting clear performance expectations, providing feedback and conducting regular performance reviews quarterly

**Team Building and Engagement:**

- Build strong, cohesive teams by promoting collaboration, communication and a sense of belonging and motivation. Create a work culture that promotes employee well-being and job satisfaction

**Represent the business externally with consultants and prospective vendors in respect of allocated projects**

**On a temporary or permanent basis, you may be required to undertake other duties within the Office of the CEO in addition to, or in substitution of, those listed in this role profile**

### **Direct Reports**

Project Managers

### **Internal Relationships**

Members of Group and Local Entity Executive Committees, all employees involved in the delivery teams project portfolio.

### **External Relationships**

Acquisition partners, external consultants, suppliers, regulators (as required)

### **Authority to Act for the Company**

None

### **Conduct Rules**

The regulatory Conduct Rules set minimum standards of individual behaviour in financial services:

- You must act with integrity
- You must act with due care, skill and diligence
- You must be open and cooperative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct where applicable
- All Conduct Rules staff to 'act to deliver good outcomes for retail customers' where the activities of the firm fall within the scope of the Duty

### **Conduct Standards**

All employees are expected to abide by the RiverStone Code of Conduct

### **Competence – Experience**

- Experience of managing multiple large size/complexity projects with 15+ workstream leads across multiple departments and geographies within the insurance sector
- Experience in successfully delivering M&A Acquisition/Integration Projects
- Experience of leading a team of Project Managers with ability to coach and encourage others to follow processes
- Experience in managing the delivery of multiple projects across a team of project managers
- Project delivery focused with excellent organisational skills
- Proactive in identifying and applying innovation
- Experience in delivering projects working with external partners
- Experience in planning complex projects

### **Knowledge**

- Advanced knowledge of project management frameworks and governance procedures including agile methodologies
- Understanding of Insurance and Run-Off
- Industry PM qualification/accreditations (e.g. PRINCE2, PMQ)



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- Knowledge of merger and acquisitions processes
- Energetic and driven with a flexible 'can do attitude'
- Team player and leader with consistent collaborative and partnering style

**Skills**

- Self-managing with leadership qualities to lead a project team as well as coach direct reports
- Excellent verbal and written communication skills with ability to communicate at all levels of the organisation
- Planning and implementation
- Project management
- Organisational skills

Confirmed as an accurate description of the function

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Role Holder

Date .....

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Manager

Date .....