

JOB DESCRIPTION

Job Title: Project Manager/Business Analyst

Department: Change Delivery

Location: Post Office Head Quarters

Responsible to: Head of Change Delivery

Responsible for: N/A

Role Purpose Statement

To lead, coordinate, and analyse strategic initiatives that drive operational improvement, stakeholder alignment, and business value delivery.

Dimensions

Project Management

- Facilitate the definition of project scope, goals and deliverables
- Manage risks and issues to minimise uncertainty
- Ensures project tasks and resource requirements are defined
- Develop full scale project plans
- Assemble and coordinate project staff
- Manage project budget and approval
- Manage project resource allocation
- Plan and schedule project timelines
- Track project deliverables using appropriate tools
- Provide direction and support to project team
- Quality assurance
- Constantly monitor and appropriately communicate progress of the project to all stakeholders based on their power/interest
- Present reports defining project progress, problems and solutions
- Implement and manage project changes and interventions in line with agreed change control authorities to achieve project outputs
- Complete project evaluations and assessment of results
- Develop benefit realisation plan.

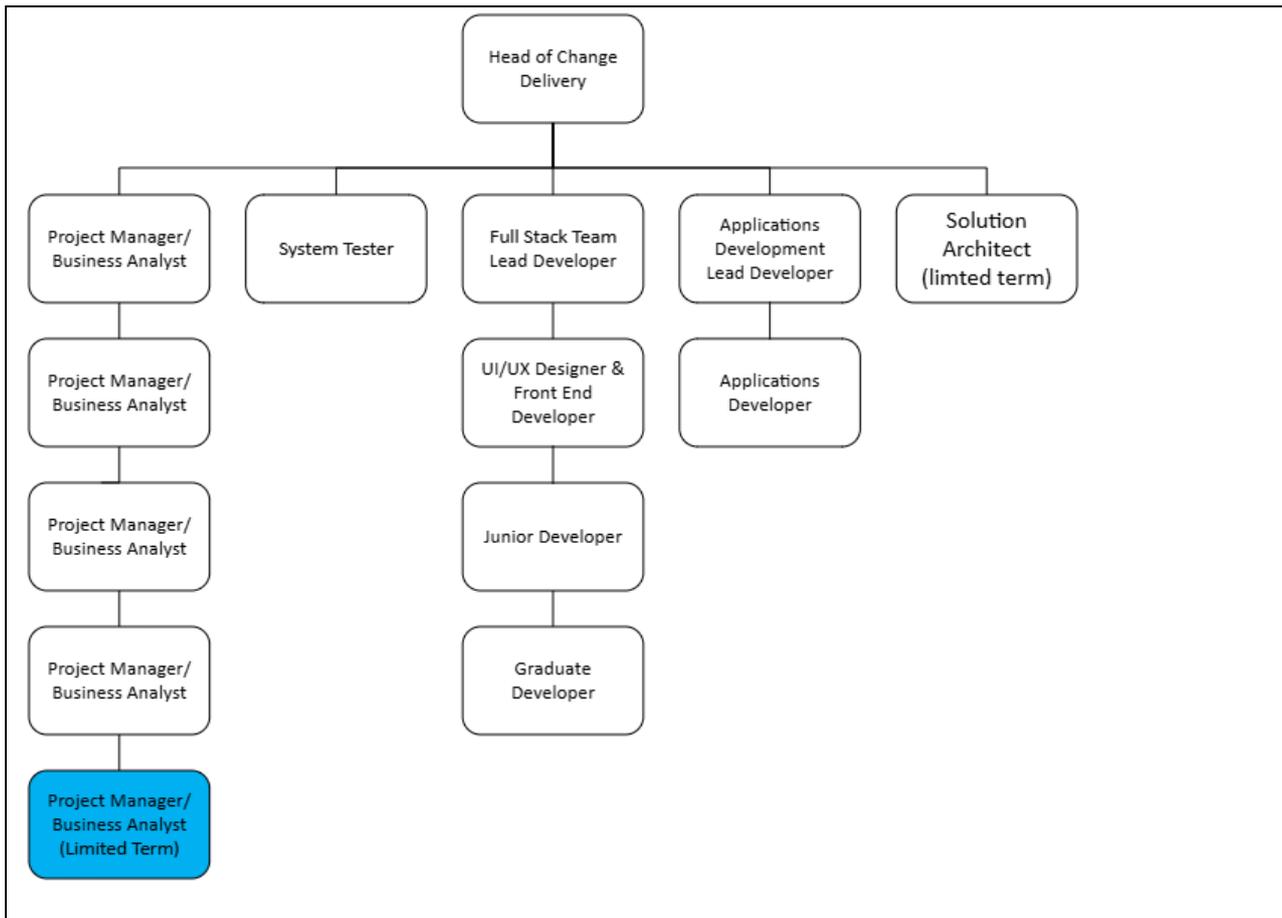
Business Analysis

- Represent customer business needs throughout the project life cycle
- Define and document business requirements with the necessary detail needed for design and project planning. (Elicit, analyse, specify, and validate functional/business requirements.)
- Produce gap analysis reviews and develop detailed business requirements.
- Work with project team members so that business requirements are properly represented in product & system designs.
- Lead creation of: end user documentation; technical support documentation;

business/technical support plans.

- Develop and provide clients with decision-making guidelines/structures and the data required to support making decisions.

Organisation Chart



Knowledge, Skills & Experience

- Understanding of project management methodologies
- Knowledge of business analysis tools and techniques, including requirements gathering, process modelling, and gap analysis
- Awareness of change management principles and stakeholder engagement strategies
- Competence with project documentation, reporting standards, and business case development
- Strong analytical and critical thinking skills to evaluate problems and design effective solutions
- Excellent communication and interpersonal skills for working with diverse stakeholder groups
- Proven ability to plan, prioritise, and manage multiple projects concurrently
- Confident facilitation and negotiation capabilities to drive consensus and clarity
- Competence in using project and collaboration tools (e.g. MS Project, Visio, SharePoint, Excel)
- High attention to detail combined with the ability to see the bigger picture
- Experience leading or coordinating projects through full lifecycle stages
- Demonstrated experience in eliciting and documenting business requirements
- Track record of delivering process or service improvements with measurable outcomes
- Experience working in multi-disciplinary teams across technical and non-technical stakeholders

Key Result Areas

1. Define and validate business requirements with stakeholders
Action: Collaborate with stakeholders to capture, refine, and validate business and technical requirements
Result: To ensure solutions meet clearly defined strategic and operational objectives
2. Develop and maintain project plans and documentation
Action: Create and manage comprehensive project schedules, governance materials, and supporting documentation
Result: To enable clear project tracking, coordination, and accountability across all phases
3. Coordinate cross-functional project teams and resources
Action: Allocate tasks, manage interdependencies, and support collaborative workflows across departments
Result: To ensure timely and efficient delivery of project milestones and outputs
4. Identify and mitigate project risks and issues
Action: Assess risks, monitor issues, and implement appropriate mitigation strategies
Result: To safeguard projects from disruption and maintain delivery confidence
5. Facilitate stakeholder communication and engagement
Action: Lead regular updates, workshops, and feedback loops with internal and external stakeholders
Result: To maintain alignment, transparency, and commitment throughout the project lifecycle
Deliver measurable improvements to business processes
6. **Action:** Analyse workflows, assess performance, and recommend process enhancements
Result: To drive efficiencies, reduce waste, and improve customer and staff outcomes
7. Ensure project compliance with governance standards and policies
Action: Apply governance, quality assurance, and documentation controls
Result: To meet audit, legal, and organizational accountability standards
8. Track and report project performance against KPIs and milestones
Action: Collect, analyse, and present performance data aligned with project goals
Result: To evidence progress, inform decision-making, and demonstrate value delivery

Additional Duties

- Contribute to the development of organisational strategy and planning exercises. To provide insight from project experience and help shape future business priorities.
- Mentor or support junior staff or colleagues. To build internal capability and promote knowledge sharing across teams.
- Represent the organisation at external meetings, workshops, or stakeholder forums. To advocate for the Post Office's initiatives and maintain strong partnerships.
- Support procurement or tendering processes for project-related services. To ensure project needs are appropriately defined in external contracts or supplier engagements.
- Assist in the development of internal policies, procedures, or standards related to project delivery. To support continuous improvement in project governance and maturity.
- Maintain awareness of relevant legislative, technological, or industry changes. To ensure projects remain compliant, informed, and future-facing.
- Conduct post-implementation reviews and lessons learned exercises. To evaluate outcomes, enhance delivery effectiveness, and inform future project planning.

Communications and Working Relationships

Internal Contacts

Executive Leadership (e.g. CEO, Directors, Programme Sponsors)

- Purpose: Present project progress, escalate risks, secure approvals, align with strategic direction
- Type of Communication: Formal reporting, presentations, briefing papers
- Why: To ensure initiatives remain strategically aligned and visibly supported

I. Business Unit Managers and Team Leads

- Purpose: Capture business requirements, coordinate resources, validate deliverables
- Type of Communication: Workshops, planning meetings, status updates
- Why: To guarantee operational input and ensure solutions are practical and adopted

IT and Technical Teams

- Purpose: Translate business needs into technical specifications, track development, resolve system issues
- Type of Communication: Requirements sessions, project meetings, testing debriefs
- Why: To ensure that technical outputs align with defined business outcomes

Project Steering Groups

- Purpose: Provide project oversight, risk review, milestone validation
- Type of Communication: Governance reports, risk logs, dashboards
- Why: To maintain transparency, accountability, and formal control over delivery

Finance and Procurement Staff

- Purpose: Budget tracking, financial approvals, vendor engagement
- Type of Communication: Budget reconciliations, procurement documentation, spend forecasts
- Why: To manage financial integrity and adherence to public spending policies

End Users and Frontline Staff

- Purpose: Understand pain points, pilot solutions, gather feedback
- Type of Communication: Surveys, training sessions, user acceptance testing
- Why: To ensure the solution genuinely improves day-to-day operations

External Contacts

Vendors and Contractors

- Purpose: Manage service delivery, negotiate terms, monitor performance
- Type of Communication: Service reviews, statement of work discussions, progress meetings
- Why: To ensure contracted services support project needs and deliver value

Scope for Impact

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The Project Manager/Business Analyst plays a pivotal role in delivering change that directly improves organisational performance, efficiency, and service quality. Their ability to define needs, shape solutions, and ensure effective implementation influences not only how projects are delivered but also how successfully the organisation adapts to strategic goals and operational challenges.

Examples of Work and Associated Impact

- Planning and delivering cross-functional projects
Impact: Enables departments to adopt more efficient processes, new technologies, or better service models that align with strategic priorities.
- Defining and validating business needs
Impact: Ensures that investments are directed at solving the right problems with solutions that reflect actual user and stakeholder needs.
- Evaluating current systems and processes for improvement.
Impact: Identifies operational bottlenecks, leading to measurable cost savings, time efficiencies, or customer satisfaction improvements.
- Supporting change adoption and training
Impact: Increases the success of implemented changes by ensuring staff are equipped, engaged, and confident in new ways of working.

Complexities Involved

- **Matrixed Collaboration:** The role involves influencing and coordinating across teams without direct line authority, requiring high emotional intelligence and stakeholder management skills.
- **Managing Ambiguity and Evolving Priorities:** Projects may begin with loosely defined goals or may shift due to political, regulatory, or resourcing pressures.
- **Balancing Dual Responsibilities:** The integration of project management and business analysis requires an ability to think both strategically and operationally—often switching between detail and big picture within a single day.
- **Navigating Governance and Compliance Requirements:** there is a need to balance agility with adherence to formal controls, documentation standards, and auditability.

Other Significant Aspects

- **High Visibility:** Outcomes often feed directly into organisational reporting and leadership agendas, raising the importance of strong communication and evidence-based reporting.
- **Cross-Organisation Influence:** Although not always a decision-maker, the PM/BA helps shape decisions by providing structured insight, evidence, and clear options to leaders and stakeholders.
- **Catalyst for Improvement:** The role acts as a continuous improvement champion, identifying opportunities and driving momentum for change even outside of formal projects.

Agreement

Approved by:

(line manager)	_____		
Signed:	_____	Date:	_____
Agreed by: (post holder)	_____		
Signed:	_____	Date:	_____

You are expected to attend all relevant training courses that are deemed necessary for the role in which you are employed.

The above statements are intended to describe the general nature and level of work being performed by the employee undertaking this role. They are not an exhaustive list of all responsibilities, duties, and skills required for the role. Employees may be required to carry out other duties and responsibilities not listed according to the needs of Isle of Man Post Office. This will be subject to consultation with the post holder with as much advance notice as possible.

Competency levels

IOMPO has a competency framework which should be used to ensure that the right level of competency is set for this role. If unsure, liaise with HR.

The competency levels for this role are:

Competency	Expected Level
Team working - Sets challenging objectives for themselves and the team; motivates colleagues, showing an energetic and positive approach; works collaboratively; sets a positive example and offers praise and support as appropriate	C
Communication - Communicates in a clear and persuasive way; promotes their ideas, convincing others to agree to proposals; considers other views to produce a 'win-win' outcome; uses their understanding of the organisation and the position of other parties to inform their proposals; is flexible in re-thinking their approach to persuading others.	C
Achieving Results - Schedules activities and resources to deliver to agreed timescale; communicates openly to ensure plans and priorities are updated; seeks out information from different sources and perspectives; anticipates potential problems inherent in alternative courses of action; strongly focused on achieving results; takes responsibility for ensuring that the business plan objectives are met.	C
Delivering Quality Service - Delivers an excellent service to internal and external customers; proactively seeks out ways to maintain and improve high standards of service; analyses performance data to assess quantity and quality of service provision; looks for ways to improve value for money and encourages colleagues to do so.	C
Development & Adaptability - Adopts a positive, energetic and constructive approach to change; encourages and supports colleagues in accepting and adapting to changes in working practices; develops new solutions to problems and responds positively to new ideas. Encourages and supports team members to develop their capability. Demonstrates specialist knowledge and understanding of the technical demands of their own job and that of team	C
Personal Management - Shows determination and drive to deliver and succeed; puts in extra effort to complete important tasks on time; shows stamina and can manage a diverse range of projects; calm and confident under pressure.	C

PERSON SPECIFICATION

Role:		
Attributes	Essential/Desirable	Method of Assessment
Qualifications Prince2 or other relevant project management qualification	Desirable	Application Form/Pre-Employment Checks/Interview
Experience Experience leading or coordinating projects through full lifecycle stages Demonstrated experience in eliciting and documenting business requirements Track record of delivering process or service improvements with measurable outcomes Experience working in multi-disciplinary teams across technical and non-technical stakeholders	Essential Essential Essential Essential	Interview Interview Interview Interview
Knowledge & Skills Understanding of project management methodologies Knowledge of business analysis tools and techniques, including requirements gathering, process modelling, and gap analysis Awareness of change management principles and stakeholder engagement strategies Competence with project documentation, reporting standards, and business case development Strong analytical and critical thinking skills to evaluate problems and design effective solutions Excellent communication and interpersonal skills for working	Essential Essential Essential Essential Essential Essential	Interview Interview Interview Interview Interview Interview

<p>with diverse stakeholder groups</p> <p>Proven ability to plan, prioritise, and manage multiple projects concurrently</p> <p>Confident facilitation and negotiation capabilities to drive consensus and clarity</p> <p>Competence in using project and collaboration tools (e.g. MS Project, Visio, SharePoint, Excel, or equivalent platforms)</p> <p>High attention to detail combined with the ability to see the bigger picture</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>Personal Attributes</p> <p>Proactive – Takes initiative and anticipates issues before they become problems</p> <p>Adaptable – Comfortable working in evolving environments and adjusting plans when priorities shift</p> <p>Analytical – Able to approach problems logically and make evidence-based decisions</p> <p>Collaborative – Builds productive relationships and works effectively with diverse teams and stakeholders</p> <p>Detail-Oriented – Pays close attention to the finer points while keeping larger goals in view</p> <p>Clear Communicator – Can translate complex information into clear, accessible language for different audiences</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>Circumstances</p> <p>Isle of Man Worker Satisfactory Police Check</p>	<p>Desirable Essential</p>	<p>Application Form/Pre Employment Checks Pre-Employment Checks</p>