

Project Manager

Job Profile

Department	Project & Bid Management
Location	Solihull
Reports to	Project & Bid Manager
Hours	The standard working week is 37 hours (full time). There may be occasions where flexibility is required to meet project demands, but this should remain proportionate and agreed in advance. We support healthy ways of working and do not expect extended hours to be the norm.
Contract	Permanent
Constraints (travel/ base/ working patterns etc)	You are expected to attend our offices for a minimum of 2 days per week and as required by the Company, for the proper performance of your duties or for specific meetings, events or training.
Salary	£35-40,000 per annum plus eligibility for company bonus scheme, contributory pension and benefits
Date	November 2025

About us

We are the skills experts and voice for the energy and utilities sector. We have a specialist role that brings together industry and policy to address skills and workforce needs to deliver opportunity across the UK.

We help shape the nation's gas, power, water and waste talent now and in the future across the whole of the United Kingdom. With access to employers, policy makers and industry bodies, we're in a perfect position to identify current and future demands for workforce and skills, and then explore and implement solutions.

About the role

Reporting to the Project & Bid Manager, you will play a key role in planning and managing the delivery of projects, working with colleagues, customers and partners to ensure successful project delivery and impact that delivers and supports the Research, Attract, Develop and Retain pillars of our 2025-30 Skills Strategy.

The Project Manager will be involved in all aspects of projects including day-to-day management and managing the six aspects of a project; scope, schedule, finance, risk, quality and resources.

About you

You will have demonstrable experience of supporting and managing internal, member, and client-facing projects of varying size and complexity. You will be effective in working with a wide range of partners at all levels of a project and the organisation and will be experienced in matrix managing project team members including contractors.

You will also have experience of building strong working relationships with a range of partners including, clients, groups of members and colleagues, coupled with the ability to implement effective processes and project solutions. An understanding of the energy and utilities sector would be advantageous.

You will be digitally confident and curious, with clear examples of where digital capabilities have improved project delivery, efficiency or customer experience. You will be experienced in CRM data stewardship, including data hygiene and adherence to data policies. Your analytical skills will be well developed and allow you to identify links across projects, capabilities and partners within the organisation.

Key Responsibilities:

Project Management:

- Manage the day-to-day delivery of agreed projects including selecting appropriate tools, developing and managing the agreed plan through to completion and delivery of high-quality outputs, customer experience, and impact.
- Prepare and maintain schedules for projects, taking account of dependencies, risks and resource requirements and availability.
- Operate projects within the recognised governance framework, including roles, responsibilities, accountabilities, reporting and control activities.
- Identify and monitor project risk, planning, implementing, communicating and reporting on mitigations.
- Develop and agree budgets for projects and monitoring and controlling actual costs against them.

- Establishing and managing project reviews, and on completion, to evaluate lessons learnt and inform continuous improvement.
- Build and maintain strong working relationships with internal and external partners, including employer workstream group members, Senior Leadership Team (SLT) and colleagues, taking account of their levels of influence and particular interests.
- Deliver strong contract performance by monitoring and tracking project deliverables through timely and rigorous contract management, working proactively with the supplier and the contracting manager to ensure quality and delivery.
- Design and implement appropriate measures or processes to ensure the quality of outputs and customer experience, in line with requirements.
- Establish, and implement protocols to manage, control and, where required, change the scope of projects.
- Managing supplier/associate contracts to support delivery, taking responsibility for monitoring delivery and contract variation for these suppliers.
- Prepare, gain approval of, refine and maintain 'business cases' to justify the initiation and/or continuation of projects in terms of requirements, delivery plans, solution definition, benefits, costs and risks.
- Through experience and lessons learnt, contribute to development and maintenance of project tools and processes, ensuring quality and consistency across projects.

Additional Responsibilities:

- Use CRM (Microsoft Dynamics) in line with company policy to manage customer data and relationships.
- Demonstrate alignment with the organisation's values through a collaborative approach, professionalism, and a clear focus on quality and impact.
- Commitment to continuous learning, taking ownership for personal and professional improvement and contribute positively to the culture and performance of the team.
- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

Key Measures for Success:

- Delivery of impact that aligns to the Skills Strategy.
- Internal and external partners kept informed
- Internal and external projects delivered in accordance with our Project Management process and agreed templates.
- Customer satisfaction and positive feedback from clients, partners and colleagues through the building of positive working relationships in line with our company values and behaviours.
- Effective delivery of support for the Associate Database contracting process by ensuring draft contracts are issued to requesting colleague within five working days.
- Support the continual improvement of our project management working practices by recommending improvements in line with best practice models.
- Champion the use of Customer Relationship Management (CRM) by highlighting the benefits to colleagues.

Job Holder Specification

Specification	Essential	Desirable
Education		
Recognised Project Management Qualification (APM) or working towards.	✓	
Knowledge & Experience		
Proven work experience as a Project Manager working across multiple projects with proven ability to delegate tasks as appropriate.	✓	
Experience in successfully planning and delivering project plans and providing effective reporting at organisational and project levels	✓	
Experience of managing project budgets and resource to ensure delivery to budget and on time	✓	
Experience of building and maintaining effective relationships at all levels both internally and externally.	✓	
Familiarity and experience of working with MS Dynamics and AI tools (e.g. ChatGPT, Copilot).		✓
Experience of working within skills, energy and utilities or a membership organisation.		✓
Competencies & Skills:		
Relating & Networking Establishes good relationships with customers and staff; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; manages conflict.	✓	
Presenting and communicating information: exceptional ability to discuss and write clearly and succinctly, writes convincingly across a range of communications channels, presents and undertakes public speaking with skill and confidence, responds quickly to audience needs and projects credibility	✓	
Delivering results & customer expectations: Focuses on customer needs and satisfaction; sets high standards for quality and quantity;	✓	

monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.		
Planning & Organising: Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; manages time effectively; identifies and organises resources needed to accomplish complex and varied projects and tasks; monitors performance against deadlines and milestones.	✓	

Our Values

Together

We are stronger, collaborating internally and externally to deliver success as one high performance team.

Credible

As specialists, we are trusted to provide thought leadership, the skills voice for Industry and skills solutions for energy and utility industries.

Making A Positive Difference

A great place to work, we individually and collectively play a key role in shaping a greener world.