Job title:	Project Manager
Line manager:	Director of Contact Centre and Complaints
Grade *(if applicable)*:	
Direct reports:	Two (1x Product Owner & 1x Knowledge Manager)

Role purpose:

You will lead the implementation and optimisation of the Genesys Cloud solution across Peabody's contact centre operations, ensuring the platform delivers measurable improvements in resident experience and operational efficiency. This role is responsible for aligning the solution with Peabody's service design principles, ensuring it enhances resident engagement, reduces failure demand, and enables seamless, high-quality interactions. You will work closely with IT and operational teams to ensure adoption, alignment with wider transformation goals, and delivery of meaningful resident outcomes.

Key results:

Senior team member
- Operate as an effective senior member of the team, ensuring a positive impact across the organisation.
- Drive a culture of continuous improvement, ensuring resident needs are met in the most effective way.
- Work closely with operational leaders, frontline teams, and the IT Portfolio Manager to ensure the Genesys Cloud solution is embedded in ways that improve service delivery, enhance resident experience, and reduce inefficiencies. Ensure that the Contact Centre's needs drive IT priorities, rather than the other way around.
- Share knowledge and collaborate with colleagues across teams.
- Ensure excellent customer service and satisfaction in all aspects of project delivery.

Delivery
- Lead the implementation of the Genesys Cloud contact centre solution, ensuring it aligns with Peabody's resident journeys and service delivery standards.
- Ensure the platform enables better resident experiences, streamlined processes, and measurable operational improvements.
- Develop and manage project plans, ensuring milestones are met within scope, time, and budget.
- Identify and mitigate project risks to ensure seamless deployment.
- Monitor and report on project progress, providing clear updates to leadership teams.
- Ensure compliance with regulatory and operational standards.

Customer/Resident focused
- Develop and maintain excellent relationships with internal and external stakeholders, ensuring the Genesys Cloud solution is embedded in operational workflows and delivers a tangible improvement in resident experience.
- Work collaboratively with service teams to ensure the platform enhances responsiveness, reduces resident effort, and supports proactive communication
- Act as the primary point of contact for stakeholders, keeping them informed of project status, risks, and issues.
Facilitate productive meetings, workshops, and presentations to gather requirements and solicit feedback.

Success metrics:
- Demonstrable improvements in resident experience, contact centre efficiency, and service quality as a result of Genesys Cloud implementation.
- Ensure timely and accurate reporting of resident impact, operational efficiencies, and project outcomes to executive leadership and stakeholders.
- Project deliverables completed within planned costs, timescale, and resource budgets, maintaining accurate tracking and reporting.
- Proactively address project deviations, invoking formal change control where appropriate.
- Ensure projects are closed with lessons learned embedded into future work.

Version Date:	February 2024	Signed off by:	Tracey Price, Rupesh Bhatt, Susannah Finn Steve Rose, Katie Coultas.

About you:

- A confident leader and role model, ensuring you reflect Peabody's values. You know what it takes to motivate teams and ensure they have the right tools to succeed.
- Delivery and results-focused, with strong communication and interpersonal skills—customer-focused, collaborative, and able to build strong relationships at all levels.
- Able to step back and see the bigger picture, ensuring local decisions align with wider business goals.
- Commercially aware, with a strong understanding of sector trends and strategic business priorities.
- Proactive in challenging norms, raising difficult issues when necessary, and bringing a solutions-focused mindset.
- Highly skilled in project documentation and delivery planning, including RAID logs, budgeting, tracking, and reporting.
- Technology and business savvy, with the ability to work in partnership with internal teams and external technology partners.
- Strong analytical and problem-solving skills, able to manage risk and tackle complex challenges in a structured way.
- Committed to continuous improvement, innovation, and self-motivation.
- Passionate about delivering excellent customer service and putting residents at the centre of service design.
- Experience with Agile and Waterfall methodologies, omnichannel contact centre solutions, and best practices in customer experience and service transformation.
- Strong understanding of Equality, Diversity, and Inclusion (EDI), ensuring services are accessible to all residents.
- Knowledge of techniques and tools for the analysis, assessment, and management of risk. Ability to analyse complex problems in a structured manner whilst under pressure.
- A mind-set of continuous improvement, self-motivation, and strategic thinking.