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Senior Manager- Project Management at Safaricom Kenya

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Company: JobWebKenya

Location: Kenya

Category: computer-and-mathematical

Job Description

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Safaricom is the leading provider of converged communication solutions in Kenya. In addition to providing a broad range of first-class products and services for Telephony, Broadband Internet and Financial services, Safaricom seeks to uplift the welfare of Kenyans through value-added services and support for community projects.

SUMMARY

Reporting to the Corporate Centre IT Lead, the position holder will ensure that the projects are in line with the overall company strategy in order to drive the project management culture and discipline across the Digital IT organization.

Responsibilities

Demand Management & Prioritization

Develop, define and implement the overall projects demand management structure & prioritization processes

To ensure project requests/demand prioritizations are carried out in line with organization's strategic goals and based on defined parameters

To initiate, participate and contribute (at a high level) to any ongoing business activity which will impact the projects demand pipeline.

Build an overall demand pipeline on an annual basis as well as in an ongoing basis (mapped against annual plan).

Manage list of project demand pipeline on an annual basis as well as in an ongoing basis

Maintain catalogue of all projects planned and ongoing across the business and categorize project requests based on categories of Promotion, Enhancements and Key projects

Operations

Partner with business leaders at all levels to identify short and long-term divisional and enterprise wide projects to be undertaken to support execution of the Safaricom 3 year strategy.

Secure senior leadership sponsorship of programs and approval of objectives.

Rollout global project management framework

Develop and maintain a project and enhancement roadmap aligned with business priority, delivery capacity, technical dependencies and ongoing project portfolio.

Enforce adherence to Safaricom project management standards

Promoting project management within the organization

Undertake post-launch reviews of key projects

Resolve issues and conflicts related to the interdependency of projects

Develop and monitor divisional and enterprise wide project budgets.

Create and rollout standardized project management templates to be used across the business

Ensure processes are in line with other company processes and procedures to ensure proper service delivery and alignment to ISO processes.

Coordinate the development of SLA between business units and other support functions i.e. Risk, HR, Supply Chain and Technical & IT.

Increase employee engagement index for the Project Management team in line with set targets

Resource management

Provide mentorship and coaching Project Managers that oversee all system delivery efforts within the organization

In liaison with Resources develop competencies of personnel, including training and mentoring for project managers.

Lead and manage the projects office team, ensuring they have clear priorities and direction and remain motivated by providing effective management and coaching

Ensure project teams develop and maintain resource pool and skill inventory

Ensure resource requirements, gaps in the project and hiring requirements are addressed

Ensure resource deployment plans in collaboration with Project Managers are implemented

Ensure knowledge transition for new resource happened and tracked in the report

Benefit Management

Review and assist project teams in developing the Business Case

Ensure tangible/intangible benefits of projects are identified and documented

Ensure project KPIs are identified, tracked and documented

Ensure benefit registers are updated and documented

Reporting and Dashboard

Ensure status of all project delivery across all phases, project issues, project risks, and project plans are tracked and communicated

Ensure resource allocation, utilization, knowledge transition and resource availability are tracked and communicated

Ensure benefit realization after project implementation and benefit register are tracked and communicated

QUALIFICATIONS

A Bachelor's degree

Project Management certification Prince II or PMP and / or Six Sigma Yellow or Green Belt.

Have 10 years work experience in the Telecom/ICT space of FMCG; 5 of which must be in senior Management

Minimum 5 years' experience in project management and information technology

Minimum 5 years leadership experience in a cross-functional or matrix organization.

Requires strong experience in business and solution development, project/program management, and project delivery in a technology space.

Experience developing complex, multi-year project plans to meet business objectives within budget

Very Strong understanding of the system development life cycle

Very Strong understanding of the project management and testing life cycle

Ability to interact effectively with various levels within the organization

Proven experience in risk management and change management

Proficient in project management software

Excellent verbal and written communication skills

Ability to effectively communicate and present to all levels of the organization including EXCO

Solid understanding of project management methodology to identify and communicate issues, risks and dependencies across a large-scale program

Experience using automated project management governance tools

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