

JOB PACK

IT Senior Project Manager

Creating homes.
Building lives.

Jigsaw

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, access to Perkbox, our benefits platform giving you access to hundreds of retail discounts, cashback offers and rewards, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit **www.jigsawhomes.org.uk/dbs** to view the Group's DBS policy statement. Further information about the disclosure can also be found at **www.homeoffice.gov.uk/dbs**
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

All of Jigsaw's essential services rely on quality information, systems and technology supported by the 60 members of the IT department.

Working to a brand-new IT Strategy, the team has exciting challenges like enabling colleagues to work effectively from anywhere, automating processes and improving digital services for our customers, while always improving security. The team is also innovating in its ways of working, ensuring transparency, a keen focus on outcomes and faster delivery of benefits to the business.

Bring your expertise and enthusiasm and join us in making a difference with IT.

Role Summary

The Senior Project Manager will be responsible for delivering complex IT and business change projects across Jigsaw Homes. Working as part of the PMO and reporting to the Projects & Contracts Manager, the successful candidate will manage projects throughout their full lifecycle, ensuring strong governance, stakeholder engagement, risk control, and successful transition into operational support ensuring alignment with business objectives and technical requirements.

Responsible To: Projects & Contracts Manager

MAIN TASKS OR ACTIVITIES

1. Lead on the delivery of IT and business change projects, ensuring scope, timelines, dependencies, and quality standards are met.
2. Produce and maintain key project documentation, including plans, RAID logs, reports, and governance records.
3. Apply project management methodologies and change control processes consistently across all projects.
4. Work closely with technical teams to ensure alignment on requirements, integrations, and test planning.
5. Coordinate technical and user acceptance testing, ensuring appropriate documentation and sign-off.
6. Support transition to BAU, including knowledge transfer, configuration documentation, and operational readiness.
7. Identify, track, and manage project risks, issues and dependencies.
8. Escalate critical risks and issues appropriately and implement mitigation strategies.
9. Facilitate effective communication between third party project managers, infrastructure, product owners and business users, including facilitation of workshops to align resources and plans.
10. Manage expectations of senior stakeholders including providing regular status updates.
11. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
12. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.

13. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

Candidate Requirements

Candidate Requirements:	• Proven experience in project management preferably in an IT environment. • Experience coordinating cross-functional teams, technical specialists, and third-party suppliers. • Excellent stakeholder management and communication skills. • Familiarity with project management methodologies (e.g., PRINCE2, Agile, Scrum). • Strong relationship management skills with experience of working with suppliers and technical delivery partners. • Experience in risk and issue management

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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