



Technical Project Manager

Operational Services

Salary: £38,802 - £45,592

Location: Linea (Cardiff)

Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment.

It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the utilities sector is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

Welsh Water operates a complex technology environment across our Clean Water and Waste Water estate with 2000 users and 5,000 assets, supported and monitored 24/7 by our Smart Hub team. We need to harness our ability to extract maximum benefit from investments in Operational Technology and ensure that our systems, processes and supporting architecture are resilient. Cyber Security is an increasing concern for any organisation but is of particular importance to Welsh Water as a regulated provider of Critical National Infrastructure with a vision to 'earn the trust of our customers every day'.

What you will do

Great opportunity for a Technical Project Manager to join our newly formed Operational Technology Team to enhance cyber security for our people, technology and assets. You will lead and manage a suite of projects to enhance our systems and technology estate and work in partnership with key business stakeholders, partner organisations and teams to deliver to time, quality and cost.

Working collaboratively across the business ensuring that the transition from project to service is seamless. You will also be responsible for proactively managing risks and issues to ensure delivery excellence.

What we offer

We know that if our employees are happy, our customers are happy. That's why we offer a great benefits package. As one of the biggest companies in Wales, our reward and benefits package includes:

- ◆ Generous Pension Plan
- ◆ 25 days annual leave plus public holidays
- ◆ Cycle to Work scheme
- ◆ Colleague Reward Scheme (Bonus)
- ◆ Childcare Voucher Scheme

Interested?

Please send your CV and cover letter to our Recruitment Team - recruitment@dwrcymru.com by **Midday Tuesday 30 May**

The Declaration Form, available at www.dwrcymru.com/careers should also be completed and submitted.

Technical Project Manager

Reports to: OT Programme Manager

Working hours: Full time (37hr per week)

What you'll be responsible for

1. Working collaboratively with others (Operational Services staff, external suppliers and key business stakeholders) to shape and plan OT Cyber Security projects in support of wider business change initiatives and the corporate strategy
2. Leading and driving all aspects of project delivery from business case to closure ensuring that key time, quality and cost milestones are achieved
3. Contributing to the planning and allocation of resources to meet the needs of projects, taking into account the day job demands, personal aspirations and career development needs of internal staff and the availability of external partner
4. Providing (matrix) project teams with consistent leadership and contribute to the professional development of others as appropriate
5. Conducting regular project team meetings with key internal and external stakeholders as appropriate to ensure that projects stay on track, communicating required outcomes, risks and tasks as required to drive project progress
6. Ensuring that the key components for success are in place for project delivery: including business leadership and engagement, feasibility analysis, business case, clear statement of requirements, appropriate governance, delivery and resource plans, budget management and return on investment objectives
7. Proactively managing risk, communicating and resolving issues as appropriate
8. Collaborating effectively with external partners to ensure that project success is achieved and maximum value for money is achieved from investment
9. Working closely with the relevant business teams to ensure that the transition from project to service is seamless
10. Ensuring that new OT project solutions are properly embedded and produce desired business outcomes and return on investment
11. Actively supporting company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer and other information
12. Being an enthusiastic, ambassadorial and valued member of the OT Programme team, ensuring that the department becomes a valued and essential business partner to Welsh Water
13. Support at locations throughout Wales (if required)
14. Carrying out any other duties as may be required to fulfil the objectives of the role

Technical Project Manager

Who you'll be working with

- OT Programme Manager
- Project Managers
- Technical Information Security Officer (TISO) and other Information Security team members
- Smart Hub Systems Team
- Automation, Telemetry and Control (ATC) Team
- Head of Service for Smart Hub
- Head of Service for Automation, Telemetry and Control (ATC)
- Work closely with relevant Business Information Services teams
- Business Managers, Team Leaders and Process Owner
- Senior Management Stakeholders
- Business Relationship Managers
- External Partners
- Change Leads
- Project Work stream Leads

About you

Knowledge, Skills and Experience	Essential	Desirable
A Project Manager with proven experience delivering IT and change projects to time, cost and quality objectives	•	
Demonstrable ability to manage budgets to control spend against budget	•	
Strong communication skills with the ability to take people at all levels through technical, structural, procedural and cultural change to gain commitment to new ways of working	•	
Former experience of contributing to business transformation activity through project management activity	•	
Supplier management experience, able to demonstrate commercial awareness and control delivery from third party as well as internal suppliers	•	
Experience gained across a range of technologies and platforms, ideally including former experience of having successfully delivered systems integration projects in an Operational Technology estate (Telemetry, SCADA & Industrial Control Systems)		•

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