

IT Programme Manager

About Next Generation

NGT is the innovative parent company and driving force behind the UK's fastest growing educational travel brands; offering unique, immersive tours to young people, from 10-21 years, designed to open minds and empower learning.

Our Vision

To be the trusted partner of choice for a broad range of high-quality educational tours and experiences.

Our Mission

To enhance educational outcomes for young people through inspiring, content-rich learning experiences, created by experts who care.

About Next Generation Values and Behaviours

The successful candidate will be expected to behave in a manner equal to the position. This role requires flexibility of hours, passion for service delivery, energy application and vision as required by the business. This role may also require the post holder to stay away from home on occasion.

NGT's behaviours are to be focused on our customers, to listen actively, to work as a team, to empower others and to show empathy.





NGT's Behaviours are that we will:



BE ACCOUNTABLE

Each of us is responsible for our words, our actions, and our results



BE CURIOUS

Ask questions, be interested, never stop learning



BE EMPOWERED

Be open, confident and ambitious. Explore success and evaluate & learn from mistakes



BE ONE TEAM TOGETHER

When we work TOGETHER anything is possible



DO THE RIGHT THING

Build trust through responsible actions and honest relationships

Being part of NGT's team means that you will benefit from an annually reviewed salary, regular training & development opportunities and working within an exciting, energetic, and innovative culture where reward and recognition are aligned with our success from working together.

About The Role

Title: **IT Programme Manager**

Reporting to: Finance & Commercial Director

Location: Bispham (Blackpool), Kelvedon (Essex) or Cheam (Surrey)

NGT is investing heavily in updating technology and business processes to ensure that IT is an enabler of the business growth and profit objectives. NGT is working closely with a number of third-party technology and development companies to deliver the technology requirements.

The main focus of this role is to work alongside your colleagues and technology supplier companies to ensure that business requirements are understood, documented, prioritised, and delivered to the agreed schedule and budget by the responsible party. You will work closely with business users and developers to take the pain out of development changes that are needed by the business to maximise sales and profitability.

As part of a small team you will be expected to support aspects of the day to day IT function at NGT and have direct line management responsibility for the IT Support Assistant.



Role - Main Responsibilities

- Management of the IT Programme of work across all NGT brands
- Management of all IT 3rd party suppliers
- Responsible for the solution definition of requests and requirements that are raised by business users or through the business IT Steering Group
- Ensure that business requirements are documented and approved by business stakeholders
- Engage with the relevant third-party development company to ensure that the business requirement is successfully converted into a development item or plan
- Ensure that the return on investment for each piece of development work is clear and that it is approved by business stakeholders before authorisation for development is given
- Own the process of business requirements specification and approval through the established business IT Steering Group and Trello board process
- Manage requirements and associated development resources and budgets by supplier and prioritise based on business needs and budgets
- Manage supplier workloads to ensure that both day to day and development requirements are achieved in line with contract and KPIs as defined
- Work with the relevant third-party development companies to plan the implementation of changes required to their systems, such as version upgrades, to ensure minimum business impact
- Document the end-to-end business processes and technology touchpoints to ensure that the processes are clear and well-defined, and ensure that these are followed across group locations
- Review and update business processes on a regular basis and with the principle of continuous improvement to ensure that business processes remain current and are optimised
- Proactively identify areas of process improvement and technology challenge where changes or improvements will support increased business and profitability
- Build and maintain industry technology knowledge to support business discussions and decisions on growth opportunities from a technology perspective
- Complete functional design specifications and present walk throughs of proposed solutions to stakeholders as required for validation and approval
- Test developments that are delivered in the business UAT environment before approving their release to production
- Agree and maintain a schedule for staging and production releases with the third-party development companies across the different products and development areas as required
- Communicate the details of all production releases to users before the release date
- Ensure that production users are not impacted by a production release by proactively communicating with them following each production release
- Review the return on investment from development items introduced through defined touchpoint reviews in the period following the production release
- Track and manage third-party technology supplier performance against contract SLA as defined including regular service review meetings with each third-party
- Document supplier processes and ensure performance against contract and agreed process KPIs as defined
- Work with the IT Support Assistant to support all aspects of the day to day IT function at NGT, including covering for absence & working on IT changes where a second resource is needed

About The Individual

Individual - Essential Skills Required

- Relevant proven experience in a similar role or roles in the travel or travel technology space



- Programme / Project management experience
- Experience in mapping processes and solutions and communicating these clearly to internal and external stakeholders & ensuring they are adhered to and monitored
- Experience in managing third-party technology supplier relationships to ensure delivery as expected and within agreed parameters
- Willingness to travel to other group locations as required to ensure engagement across the group
- Ability to resolve problems, work under pressure and meet deadlines
- Ability to work under own initiative, and essentially as part of a wider team
- Analytical skills
- IT literate and knowledge of Microsoft products
- Ability to follow procedures and willingness to enhance them
- Strong time management skills and ability to prioritise workload and be highly organised
- Excellent verbal and written communication skills and accurate written and spoken English
- Commercial & financial awareness and be numerate
- Adaptable and flexible

Individual - Useful Skills

- Advanced travel technology knowledge
- Experience of project delivery with technical, CRM, document and content supplier companies
- Experience of Data Warehouse and MI tools
- Advanced knowledge of the School Travel Market or Group Travel Market
- Driving licence

Individual – Essential Personal Attributes

- Self motivated, positive and professional
- Real passion for exceptional service delivery
- Ability to work independently inside a team environment
- Desire to support the development of the business and others
- Flexible, adaptable and positive approach to work
- Free to travel

Individual Additional Information: – Criminal Records Bureau Checks

Due to the nature of the information held and operated by NGT, it is a requirement that all staff members hold current and qualifying CRB checks. Further information can be provided and there would be no charge to the successful applicant should a new or updated check need to be processed.

About the Conditions and Benefits

In addition to a basic salary you will benefit from a company pension scheme after a qualifying period.

Annual leave entitlement will be 25 days per annum, and un-paid leave can be requested and is subject to approval.

Flexible working hour requests can also be considered around term time.