Project Roles and Responsibilities

This template can be used to define roles and responsibilities – Below is a few typical examples of the different types of roles involved in delivering a project and their respective responsibilities.

Title	Role
Project Manager	The person responsible for developing, in conjunction with the Project Sponsor, a definition of the project. The Project Manager then ensures that the project is delivered on time, to budget and to the required quality standard (within agreed specifications). He/she ensures the project is effectively resourced and manages relationships with a wide range of groups (including all project contributors). The Project Manager is also responsible for managing the work of consultants, allocating and utilising resources in an efficient manner and maintaining a co-operative, motivated and successful team.

Responsibilities

- Managing and leading the project team.
- Recruiting project staff and consultants.
- Managing co-ordination of the partners and working groups engaged in project work.
- Detailed project planning and control including:
- Developing and maintaining a detailed project plan.
- Managing project deliverables in line with the project plan.
- Recording and managing project issues and escalating where necessary.
- Resolving cross-functional issues at project level.
- Managing project scope and change control and escalating issues where necessary.
- Monitoring project progress and performance.
- Providing status reports to the project sponsor.
- Managing project training within the defined budget.
- Liaises with, and updates progress to, project board/senior management.
- Managing project evaluation and dissemination activities.
- Managing consultancy input within the defined budget.
- Final approval of the design specification.
- Working closely with users to ensure the project meets business needs.
- Definition and management of the User Acceptance Testing programme.
- Identifying user training needs and devising and managing user training programmes.
- Providing regular status reports to the IPSC Programme Board.

Title	Role
Project Sponsor	The person who commissions others to deliver the project and champions the cause throughout the project. They will normally be a senior member of staff with a relevant area of responsibility that will be affected by the outcome of the project. They are involved from the start of the project, including defining the project in conjunction with the Project Manager. Once the project has been launched they should ensure that it is actively reviewed. The Project Sponsor is usually the one who has to negotiate a path through the tricky diplomatic areas of the project although the Project Manager will most likely be involved in such areas from time to time too!

Responsibilities

- Acts as champion of the project.
- Is accountable for the delivery of planned benefits associated with the project.
- Ensures resolution of issues escalated by the Project Manager or the Project Board.
- Sponsors the communications programme; communicates the programme's goals to the organization as a whole.
- Makes key organisation/commercial decisions for the project.
- Assures availability of essential project resources.
- Approves the budget and decides tolerances.
- Leads the Project Board.
- Ultimate authority and responsibility for the project.

Title	Role
Project Board	This group, normally containing management grade personnel, is responsible for overseeing the progress of the project and reacting to any strategic problems. The group is optional, as the Sponsor-Manager relationship may be seen as the best means of control, but is usually required in large projects that cross-functional boundaries.

Responsibilities

- Championing the project and raising awareness at senior level.
- Approving strategies, implementation plan, project scope and milestones.
- Resolving strategic and policy issues.
- Driving and managing change through the organisation.
- Prioritising project goals with other ongoing projects.
- Communicating with other key organisational representatives.

Title	Role
Senior Consultant or Supplier-side Project Manager	The person responsible for managing supplier-side input to the project.

Responsibilities

- Ensures that mandatory supplier requirements are met.
- Manages the production and approval of the supplier side of the budget.
- Makes effective use of supplier resources within the approved budget.
- Tracks performance of consultants and takes appropriate action.
- Proactively develops a collaborative relationship with the organisation to Project Steering Board level.
- Ensures that there are clear communication paths within the project team and the organisation and supplier.
- Acts as main point of contact between the supplier and the organisation.
- Produces and monitors financial reports including entry and maintenance of all actual time and expense against the master plan.
- Day to day management of supplier staff assigned to the project.
- Quality Assures the work of supplier staff assigned to the project.
- Encourages the transfer of product knowledge and skills to the appropriate staff within the organisation.

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Title	Role
Project Team Members	The staff who actively work on the project, at some stage, during the lifetime of the project. Some may have a specific role – for example, the Team might include a Project Administrator (see below).

Responsibilities

Team member roles will vary depending on the type of project. Typically they might be to:

- Provide functional expertise in an administrative process
- Work with users to ensure the project meets business needs
- Documentation and analysis of current and future processes/systems
- Identification and mapping of information needs
- Defining requirements for reporting and interfacing
- User training

Title	Role
Project Administrator or Co-ordinator	Responsible for maintenance of the project plan, maintenance and updating of a project website (if appropriate). Provides administrative support to the Project Manager. This role is most likely to be required in larger cross-functional projects.

Responsibilities

- Sets up and manages support functions covering planning, tracking, reporting, quality management and internal communication.
- Produces consolidated reporting to the Project Board, including milestone summary, key issues, risks, benefits, summary of costs incurred.
- Establishes standards, tools and procedures for use on the project, including Issue, Risk, Change and Information Management.
- Manages the Project Library.
- Reviews project activities for compliance with procedures and standards.
- Manages the support and provision of project tools and equipment.
- Manages data security, software and license control.
- Assists with the production of user documentation.
- Assists with testing.

Title	Role
Systems Developer	To work with the Project Manager on defining and executing development requirements.

Responsibilities

- Working with the Project Manager on definition of development requirements and priorities.
- Data Migration.
- Interfaces with other systems.
- Reporting configuration and deployment.
- Set up and maintenance of security rights and access permissions.
- Contributing to technical strategy, policy and procedure.
- Development and operation of technical testing programmes.
- Production of technical documentation to agreed quality standards.
- Reporting on progress/issues to management and users.

Title	Role
System Administrator	Management and support of the IT system environments

Responsibilities

- Management and support of the various environments.
- Network operating systems management and support.
- Database management and support.
- Back-up and disaster recovery measures.
- Contributing to technical strategy, policy and procedure.
- Development and operation of technical testing programmes.
- Production of technical documentation to agreed quality standards.
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Title	Role
Programme Manager	This role is relevant if there are several related projects.

Responsibilities

- Overall management and co-ordination of the programme of projects.
- Contributing to strategy, policy and procedure.
- Management of supplier/contractual relationships.
- Budgetary control of the programme of projects.
- Monitoring of, and responding to, issues at the programme level.
- Providing regular status reports to the IPSC Programme Board.