



Chartered Society
of Physiotherapy

Candidate Information Pack

Project Manager

Corporate Services and
Infrastructure (CSI)

August 2026



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Introduction to the CSP



About us

The Chartered Society of Physiotherapy (CSP) is the professional, educational and trade union body for the UK's 67,000 chartered physiotherapists, physiotherapy students and support workers. Founded by four nurses in 1894, the CSP was awarded its Royal Charter in 1920 and has become the profession's leading membership organisation in the UK. As a progressive, dynamic, member-centered organisation, we aim to:

- Lead and support all members in developing and promoting high quality, innovative patient care
- Protect and further advance the interests and working lives of our members
- Raise the profile of the profession and influence the health care agenda
- Work openly in partnership to meet the diverse needs of both our members and their patients

How are we governed and run

The CSP Council provides leadership for the physiotherapy profession. It identifies and agrees CSP policy and strategy and is responsible for the governance of the organisation. The work of CSP Council is supported by four strategic committees: the Finance, Risk and Audit Committee, Employment Committee, Professional Committee and the Equity, Diversity and Belonging Committee. Council comprises of up to 12 members and includes the chair and vice-chair. Read about our Council members using the link [here](#).



Our teams

The CSP's CEO is accountable to Council via its Chair. The organisation has five directorates, summarised below, and the leaders of each directorate form the Leadership Team.

ERUS

is the trade union arm of the society. ERUS staff support CSP members, both individually and collectively, in the workplace and promotes both CSP and members' interests at local, regional, national and international level.

P&D

provides the tools and services to lead and support members in their physiotherapy practice and development and works with members to advocate for and promote the value of physiotherapy to stakeholders.

CSI

is responsible for leading and shaping how the CSP carries out its business. This includes business systems and processes, financial management, use of data and analytics and infrastructure and ICT.

CEO

is responsible for the governance and internal day to day operation of the society. The directorate includes the Governance Team. The directorate also includes the HR and OD Team.

SPED

is responsible for promoting the physiotherapy profession, member communications, stakeholder relations, enquiry handling, policy and income generation.



Our 2023 - 2027 Strategy

Improve the health of communities through high quality physiotherapy

- Lead the development of evidence-based services which meet population health needs
- Promote physiotherapy staffing levels that meet service needs and reflect society across all sectors
- Promote equity for patients
- Integrate access to physiotherapy into primary care

Help members achieve their full potential

- Improve member experiences of education, seeking work and work
- Champion fair pay, terms and conditions for physios and physio support workers in all sectors and locations
- Support chartered and associate members to fulfil their career potential

A confident and influential physiotherapy community

- Through the CSP, provide physios, physio students and physio support workers with a supportive community
- Lead the movement for rehabilitation
- Create a collaborative community of rehabilitation and exercise professionals
- Enable members to promote physiotherapy as a sustainable healthcare intervention

An agile and sustainable organisation

- Achieve long term financial sustainability
- Enable our Council and committee members to thrive
- Enable our staff to thrive
- Reduce the environmental impact of CSP operations
- Transform our use of data and digital systems



Equality, Diversity and Belonging

Our equity, diversity and belonging strategy has been updated following a consultation earlier this year where we gathered the views and feedback of members and staff to create the finished document.

Getting the content right has been critical. It covers our role as a trade union, a professional body and an employer, and is structured around the four aims of the CSP's corporate strategy to ensure it is embedded in everything we do. It also links to our vision, purpose and values and was informed by our membership diversity data and our member survey.

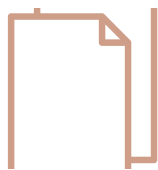
Our equity, diversity and belonging strategy starts with an introduction from the Chair of Council followed by our equity, diversity and belonging guiding principles, and the eight aims of the strategy with outcomes that will be measured under each aim.

Aims to achieve equity, diversity and belonging

- 1 To create a physiotherapy profession that reflects the diversity in society
- 2 To develop members' confidence and ability to change the culture, policies and practices of physiotherapy services to make access and use of services equitable
- 3 To help our members feel they really belong by openly opposing discrimination and showing effective allyship, to make sure the experience of members marginalised due to their protected characteristics is positive, equitable and inclusive at university, when looking for work and at work
- 4 To increase representation of members marginalised due to their protected characteristics among those who are leading and influencing the profession at all levels
- 5 To encourage and enable members with different needs, identities, backgrounds and experiences to be active within the CSP by building a culture that makes people feel that they belong and adapting to meet changing individual preferences for how and when they want to get involved
- 6 To build and maintain an inclusive organisational culture, where we promote diversity and where discrimination and unfairness are identified and challenged
- 7 To challenge and remove any structural barriers within our organisation to achieving equity of opportunities and experience for everyone. This includes affirmative action in policies, procedures and organisational behaviour
- 8 To build a leadership that reflects the diversity of society and actively engages with and is accountable for equity, diversity and belonging across the organisation



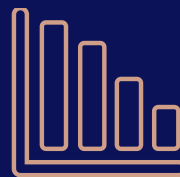
How we work



Annual Pay Award; Incremental increases and cost-of-living pay rises each April.

Pension Scheme; A defined salary sacrifice scheme with an employer contribution of 12%.

Life Assurance; Coverage of 4 times your annual salary.



Generous Annual Leave; 27 days of annual leave plus statutory bank holidays, with annual leave increasing incrementally from your 5-year anniversary, up to a total of 32 days.

Christmas Office Closure; The office is closed from 25 December to 2 January.



Season Ticket Loan; Interest-free loan for travel expenses.

Cycle-to-Work Scheme; Bicycle loan options and secure bike storage at our London office.

CSP Plus Discounts; Savings on a range of everyday products and services, including insurance, health clubs, hotel stays, and more.



Family Leave; Enhanced maternity, paternity, and shared parental leave.

Eye Care Support; You can claim expenses for eye tests and prescription glasses.

Flu Vaccination Vouchers; Support for staying healthy during flu season.



Wellbeing

Health and Wellbeing Support

Access to an occupational health service and a 24/7 employee assistance program provided by HealthHero, including financial and debt advice, and access to up to 8 free counselling sessions per annum.

Hybrid Working

Through discussions with Line Managers, the CSP encourages employees to decide how, when and where they work best in a way that balances the needs of the CSP, the team and themselves. The CSP will provide equipment to ensure you can work from home safely and comfortably, and many of our roles support flexible arrangements.

Workplace Adjustments

We support our people by providing a range of workplace adjustments, and are proud to say that we are Disability Confident Committed.

Mental Health First Aiders

Our MHFA's offer support and guidance to anyone that needs it.

They will:

- spot signs and symptoms of common mental health issues
- provide support and reassurance
- signpost professional help and other support options

Wellbeing at Work Policy

Our policy clearly sets out the shared responsibilities of our leadership team, line managers, HR and our recognised trade union in supporting colleague wellbeing and provides detailed information on the range of support and resources available.

Inclusion Passports

We encourage line managers to complete an Inclusion Passport for anyone who may need additional support or adjustments in the workplace to perform at their best and feel included.



The role

The Chartered Society of Physiotherapy

Job Description

Job Title:	Project Manager
Directorate:	CSI
Team:	Innovation Team
Grade:	6
Hours:	Full time 35 hours per week
Accountable to:	Digital Transformation Program Manager

Main purpose of the post:

This role is to act as the Project Manager for a range of digital transformation projects, across the CSP. The role is expected to manage multiple projects, but this will change depending on the size and stage each project is at.

Reporting to the Digital Transformation Program Manager, this role will be responsible for managing all aspects of digital transformation projects, from discovery through to closure and evaluation.

Working alongside the wider innovations team you are part of a skilled and committed team including a business analyst, change manager and digital and change experts.

Main duties and responsibilities:

1	Responsible for the effective day to day management of digital transformation projects, to ensure they are effectively planned, managed and completed in line with expected budget and timeframes using established and best practice project management methodologies.
2	Responsible for monitoring and reporting project progress to internal and external stakeholders, including fortnightly project reports to the Program Manager and to the Digital Transformation Board every two months when required.
3	Effectively identify, monitor and manage risks, including maintaining an up-to-date risk register for each project to minimise impact on the project and CSP.
4	Responsible for setting up and running project meetings and issuing agendas and any necessary pre-reading as required. You will manage effective decision-making processes, as well as ensuring effective communications of agreed actions and information are shared effectively.
5	Working as part of the broader project delivery team, you will manage projects through the full life cycle of the project, from initial conception, through discovery and requirements gathering and process mapping, through tender and supplier selection, through build and user acceptance testing as well as final project evaluation.

6	Responsible for the creation and ongoing management of the project plan working across both technical and business teams to create a clear, realistic and agreed plan. The project plan will be produced using Asana™ planning software and you will work closely with other technical teams and the Program Manager to assign resources to the project.
7	Responsible for maintaining up to date and complete project documentation. Ensuring the business understands its relevance and their responsibilities to input into their creation. You will ensure documents remain relevant and up to date. Documents include Project initiation documents, project plans, Risk, Assumptions, Issues and Dependencies log, communication plans and decision logs etc.
8	Responsible for managing and reporting project budgets to the project team and flagging where budgets are at risk in good time. You will be comfortable presenting budgets in a clear manner to project teams and snr leaders of the project to ensure effective management.
9	Support the effective adoption and transition to BAU to maximise the overall projects' chances of success. Working with the wider solutions team to ensure that all relevant stakeholders are aware of the documented processes once the project is in BAU.
10	Manage external suppliers and manage them against technical and complex contracts and SoWs. Ensuring the CSP manages their contractual obligations effectively and against agreed terms and timeframes, you will be ensuring the CSP utilises its budget effectively at all times.
11	Provide cover for the Program Manager role as required, to assist with maintenance of program level documentation such as digital transformation board reporting and other regular program documentation.
12	The duties and responsibilities highlighted in this job description are indicative and may vary over time depending on business needs. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level, and scope of the post and in accordance with the needs of the team.

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Person Specification

The person specification below outlines the essential and desirable experience, knowledge and skills required for this role. Evidence for behaviours, knowledge and skills will be looked for throughout the selection process.

E – Essential requirements are those without which the job could not be done.

D – Desirable criteria are those that may enable better or more immediate performance in a job.

	ESSENTIAL/ DESIRABLE (E or D)	ASSESSED BY APPLICATION/ INTERVIEW/ TEST (A/I/T)
EDUCATIONAL REQUIREMENTS		
Educated to degree level or equivalent experience	D	A/I
Project Manager qualification or equivalent relevant experience	D	A/I
PREVIOUS EXPERIENCE		
Experience of project management of digital transformation projects, especially those related to software replacement implementation projects	E*	A/I
Previous experience working in not for profit or 3 rd sector especially a membership-focused organisation or professional body, would be beneficial	D	A/I
Experience of managing multiple projects at one time.	E	I
Experience of holding technically complex, difficult or challenging conversations with stakeholders who may be upset or unhappy with the outcome or decision being delivered.	E	A/I
Experience working closely with technical teams such as ICT, Digital and Data experts and being able to explain in simple language to business stakeholders as required.	E*	I
Experience of making decisions on what issues need escalating and managing both up and across from their role.	D	A/I
Experience chairing meetings and ensuring decisions are presented in a clear way and with the right information needed.	E*	A/I
Experience writing and presenting progress reports to non-technical leadership teams or snr managers in a clear and concise way.	E	A/I
Experience working with changing priorities and adapting plans as required.	E	A/I
SKILLS/ABILITIES AND KNOWLEDGE		

Advanced project management skills, including being responsible for managing all project documentation and artefacts.	E*	A/I
Experience of managing deadlines and holding project members to account to ensure delivery.	E	A/I
Experience forecasting, managing and tracking budgets with upward of 10 budget lines.	E*	A/I
Understanding of differing project management techniques with the ability to apply appropriate project management practices and methodologies such as Waterfall, agile, SCRUM to suit the project.	D	A/I
Excellent written and verbal communication skills, with the ability to communicate across multiple stakeholders that have varying degrees of technical or Digital Project experience from none to expert.	E*	A/I
Demonstrates independent thinking, critical analysis and the application of information to complex projects.	D	A/I
OTHER REQUIREMENTS		
Knowledge and understanding of equality and diverse principles and the ability to work with them in practice.	E	A/I
Takes responsibility for ensuring that data is accurate and up to date, whilst being aware of sensitive and confidential data.	E	A/I
An awareness of/commitment towards trade union principles.	D	A/I
Commitment to continuing professional development	E	A/I
Ability and commitment to enact and promote the CSP's core values.	E	A/I



Next steps



How to apply

To apply for a vacancy, please register with our eRecruitment system. Once registered, you can use your login details to apply for future roles and access previous applications.

Within the system, you will be asked to provide information on your education, professional memberships, and employment history. You will also be required to complete a personal statement addressing six criteria that our hiring managers consider most important for the role. You will have 1500 characters per criterion. We encourage you to use this space to provide as much relevant information as possible, focusing on real life examples.

We're committed to inclusive hiring. Our recruitment process uses anonymised applications to help reduce bias and ensure decisions are based solely on your skills and experience.

Role briefing

If you have any questions about the role or the CSP prior to submitting your application, you are welcome to contact the hiring manager for an informal discussion. Their contact details can be found with the job advert.

The hiring manager can arrange a brief call with you or correspond with you by email, depending on your preference. We encourage you to use this opportunity to gain a clearer understanding of the role before submitting your application. Please note, however, that this conversation is intended for clarification only and not as a forum to promote your suitability for the role.

As our recruitment process uses anonymised applications, please be aware that speaking with or meeting the hiring manager may compromise this anonymity.



The process

Shortlisting

If you're shortlisted, we'll invite you by email to log into the eRecruitment system and select an interview time. We will also provide full details of the interview process, including any tasks, assessments, or presentations you will be asked to prepare.

If you are unsuccessful at the application stage, you will be notified by email, usually around one week before the interview date.

We will send you a selection of the interview questions 48 hours in advance. This is intended to give you time to prepare and carefully consider your examples to ensure they align with the person specification for the role.

We recommend preparing bullet points rather than fully scripted answers and using these as prompts during the interview if helpful.

Questions

Interviews

Interviews are held either at our London office or virtually via Microsoft Teams or Zoom. Our recruitment process typically involves a single interview stage. On some occasions, we may choose to include a test or presentation task.

We aim to notify you of the outcome within 2 working days of your interview. If we expect this to take longer, we will keep you informed.



Criteria for this role

These criteria are the key areas we use to evaluate your application, so your responses must clearly show what you did, how you did it, and the impact of your actions. We can only assess what you evidence through examples.

We recommend using the STAR method (Situation, Task, Action, Result) to structure each response, with a strong emphasis on the "Result".

Essential Criteria 1 - Experience of project management of digital transformation projects, especially those related to software replacement implementation projects

Essential Criteria 2 - Experience working closely with technical teams such as ICT, Digital and Data experts and being able to explain in simple language to business stakeholders as required.

Essential Criteria 3 - Experience chairing meetings and ensuring decisions are presented in a clear way and with the right information needed.

Essential Criteria 4 - Advanced project management skills, including being responsible for managing all project documentation and artefacts.

Essential Criteria 5 - Experience forecasting, managing and tracking budgets with upward of 10 budget lines.

Essential Criteria 6 - Excellent written and verbal communication skills, with the ability to communicate across multiple stakeholders that have varying degrees of technical or Digital Project experience from none to expert.



Thank you!

We look forward to
receiving your
application.