

JOB DESCRIPTION

Job Title: Project Manager

Reports To: Head of Programmes

Location: Brighton & Hybrid Working

Job Purpose

To lead the delivery on a range of complex MS Dynamics projects. Planning and directing resources to deliver the volume and complexity of client projects within agreed timelines and maximising profitability levels. Building professional and long-term relationships with clients leading to sustained revenue potential.

The role is measured by the profitability, NPS score of the projects and project teams billability targets and proactively managing client expectations.

Role Responsibilities:

- Plan the delivery of projects and manage the plans and forecasts
- Manage the successful delivery of a project from contract signing through to handover to customer support team within agreed timeframes
- Achieves client billable utilisation targets (Project Config, PM etc.)
- Manage the delivery of each requirement within the estimated agreed effort, timeframe and scope
- Managing change requests and minimising project overrun
- Manage escalations to a successful outcome and within agreed project deadlines
- Optimise and plan for client projects to be completed within the highest levels of profitability
- Adhere to the appropriate delivery, financial, commercial and technology processes
- Produce timely data to support project reporting, ensuring all project information is up to date on CRM
- Sets the pace of delivery, ensuring teams are working towards delivery commitments interpreting the needs of technical and business stakeholders
- Identifies and manages all risks and issues, escalating when appropriate
- Determines priorities and clearly communicates the impact of changes to priorities

Experience Required:

- Agile or equivalent Project Management qualification
- Previous experience in a technology project management role (+3 years)
- Extensive experience in managing projects within a technology supplier and understanding the balance between delivery and profit
- Excellent verbal and written communication skills
- Experience in conflict management and resolution
- Strong stakeholder management skills
- Experience and confidence in understanding customer pain points/project objectives and presenting solutions
- Impeccable attention to detail, self-motivated with a results driven approach
- Strong planning and organisational skills
- Ability to build relationships with all levels of seniority in a B2B business
- Ideally have Microsoft Power Platform & Dynamics course in one area of specialism
- Flexibility to travel to client sites from time to time