



Project Manager

Job description

Purpose Summary

To provide a very high level of Project Management, and act as the primary contact to Causeway customers during the implementation of Causeway solutions across all products. To ensure that Causeway Methodology is followed as part of each implementation, whilst protecting the commercial interests of the company by raising any risks in a timely manner to the Causeway management team.

The key areas of responsibility for the Project Manager include:

- Customer Service
- Commercial
- Resources
- Project Administration and Reporting
- Teamwork
- Knowledge

Principal Responsibilities

Customer Service

- To provide successful delivery of solutions to meet client expectations, particularly in terms of Functionality, Quality and Timeliness.
- To communicate courteously with customers by telephone, email and fact to face, building positive relationships, investigating, responding to and progressing issues and queries to a successful conclusion at the earliest time.
- To speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

Commercial

- To manage projects within the companies quality standards and methodologies whilst also protecting the commercial interest at Causeway at all times.
- To manage all projects within the company's quality standards and methodologies.
- To produce Terms of Reference and Project Plans, for all projects (internal / external).
- To manage costs and revenues to ensure that all project profitability expectations are met.



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- To provide Risk Management through the process of identification, assessment, allocation, and prevention of all project risks.
- To provide management of project creep through clear definition of scope, definition of project deliverables and careful control of change management and quality of deliverables.
- To work with the Head of Professional Services to develop new business opportunities amongst existing clients.

Resources

- To co-ordinate with Project Office Administration to ensure the timely allocation of Consultants across all products.
- To provide general supervision of consultants assigned to work on projects, in conjunction with consultants line managers by organising, controlling, generating enthusiasm and motivation with the team.
- To oversee activities and provide support to other Project Managers.

Project Administration and Reporting

- To produce weekly customer flash reports
- To ensure project PSF's are submitted to Project Office in a timely manner
- To work with the Services Development team to improve standards, efficiency and profitability in all areas of solution delivery
- To ensure that all project documentations are uploaded and maintained on Causewaynet. This will ensure that time will be saved during each implementation, with knowledge captured.

Teamwork

- To work as part of a team to achieve departmental standards.
- To work together with other teams, departments and divisions within the organisation to identify any process improvements and improve standards, efficiency and profitability.
- To provide day to day contact with clients, prospects and members of the Sales / PS Organisation.
- To provide regular contact with all management, R&D management and Support Management.

Knowledge

- To ensure that a good level of understanding and knowledge of organisations products and services, which is improved and maintained at all times, ensuring that customer queries can be dealt with accurately and appropriately and supported by the department.
- To take responsibility for own personal development in line with agreed annual performance objectives.
- To be willing to listen to and support colleagues and team members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the team's and company's performance.

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- Such other duties as the management may from time to time reasonably require.

Reporting

Department: Professional Services – Project Office

Location: Bourne End

Reports to: Head of Professional Services

Responsible for: N/A

Key Interfaces

Dealing with both external and internal customers. Liaising with internal departments to bring queries to a satisfactory closure.

Dimensions / Budgets

The department consists of approx 15 full time and part time consultants across all Causeway products and a number of key Associate Project Managers and Consultants (engaged during time when the workload has been distributed amongst employed staff). Projects are field based with working hours of 09.00 – 1730 Monday to Friday. There is also a wider set of Customer Support staff who will engage in Service delivery matters as required.

Knowledge, Experience and Qualifications

Essential Skills

Significant technical experience of implementing and/or managing the implementation of systems to third parties.

Strategic knowledge and competence in project management

Experience in the involvement of securing new business through project management.

Competencies Required

An open, fair, positive 'can do' attitude.

The ability to spot sensible, effective, least risky, least complex solutions.

An open-minded approach to new ideas, practices and methods.

Inventiveness – ability to identify ways of working with disparate resources to achieve project objectives.

Prudent risk taker.

A critical view of the opportunity/solution



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A strong orientation towards goal achievement.

A willingness to learn and change within a dynamic organisation

The ability to manage and resolve conflict creatively and productively.

Qualification

Prince 2 Foundation and Practitioner

Operational Financial management.

Expertise in Microsoft Project

Experienced in Project Managing major projects

Excellent written and verbal communications skills and good clear

Good time management, highly accurate with good attention to detail.

Excellent customer focus, highly accurate with good attention to detail

A good team player with a flexible approach, possessing a strong commitment to customer service excellence

The ability to work under pressure, demonstrating drive and a positive approach to work

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.