



**Job Title:** Project Manager

**Responsible to:** Programme Manager

## **Main Purpose of Job**

At Total mobile we believe in making work more productive and enjoyable by providing enterprise apps that deliver a consumer experience. We deliver field work force management solutions for a wide range of markets including health, local government, social housing, utilities, and facilities management.

A Project Manager within Total mobile is a key customer facing role and you will be responsible for managing the delivery of solutions through the entire project lifecycle to customers. You will manage colleagues, partners and third-party suppliers in the process and identify who the key stakeholders are to manage expectations.

You will be responsible for ensuring projects are delivered on time by meeting deadlines, within budget and to a quality standard defined by Totalmobile. You will also manage risks and ensure their mitigation. The role also involves support of pre-sales and after sales activities to commercial and account managers as required.

Reporting to the Programme Manager and working alongside a team of experienced colleagues you will have proven project management and implementation expertise on the supplier side of projects and will be responsible for the alignment and delivery of projects liaising with customers, partners, staff, and third-party suppliers. You will be an excellent team player and be able to motivate your project teams to ensure their success.

The successful candidate, will have a demonstrable ability to learn, completed a recognised project management qualification and at least three years' experience in a similar role. You will be highly motivated with the ability to learn innovative technologies quickly and have expertise in software implementation.

## **Main tasks of Job**

- Manage customer projects working alongside customer and partner project managers
- Report to the managing consultant on project status, progress, and utilisation on a regular basis
- Understand the nature of contracts and commercials including milestones and deliverables
- Ensure an effective handover takes place from the sales team before project kick off
- Work in multi-disciplinary teams and virtual teams in matrix style structures
- Manage colleagues, partners, and third-party suppliers on projects
- Manage stakeholder expectations both from a customer perspective and internal to Totalmobile
- Liaise with the finance team to ensure accurate invoicing to customers
- Manage a project budget including production of a project statement
- Produce and monitor a detailed project plan, PID and RAID logs for each project
- Ensure a streamlined handover to the customer's success team during implementation
- Ensure customer and Totalmobile expectations on project delivery are met
- Any other duties as assigned

## **Employee Specification**

### **Essential**

- ICT (or related discipline) advanced level qualification and at least three years' experience in a similar role
- PRINCE2, CAPM or PMP certified
- Implementation expertise working for a software company in a customer facing role
- Expertise through the project lifecycle:
  - Project initiation and kick off
  - Project governance and stakeholder management
  - Risk management and mitigation
  - Effective handovers with internal teams
  - Project closure and lessons learned
- Excellent interpersonal and communication skills
- Excellent documentation and presentation skills
- Ability to learn, understand and support new applications and technologies
- Self-motivated, results focused, able to work on own initiative and as part of a busy team
- Strong analytical & problem-solving skills
- Planning and organisational abilities
- Influencing & negotiating skills
- Ability to work quickly and accurately under pressure
- MS Office skills including Word, Excel and PowerPoint to an advanced standard

**Desirable**

- Knowledge of field workforce management solutions
- Experience of change management or transformational projects
- Mobilise, Optimise, TotalRepairs product knowledge
- Experience of integration between systems
- Knowledge of one or more of the following markets : Local Government, Social Housing, Health Care, Utilities, Facilities Management

**An Equal Opportunity Employer**