

## DELIVERY | JOB DESCRIPTION

<b>Job Title:</b>	<b>Project Manager</b>
<b>Reporting to:</b>	<b>Head of Delivery</b>
<b>Business Area:</b>	<b>ADOPT Platform Delivery</b>
<b>Location:</b>	<b>The Sharp Project, Manchester</b>

**Role Overview:**

An experienced project manager to manage activities for a major AppLearn partner/client during a period of significant change. Activities that will need to be project managed shall include a significant Content management and system configuration exercise; implementation of new SaaS based instances; management and tracking of reporting streams, risk and issue management and potential development streams.

You must be able to communicate and collaborate effectively with all relevant areas of the company, and with the appropriate stakeholders within Customers/Partner organisations. Good project and written skills are a prerequisite.

**Responsibilities:**

- Ensure maximum customer satisfaction at all times, whilst balancing sensible application of resources.
- Develop project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility.
- Coordinate internal and external resources to deliver the flawless execution of projects/sub-projects.
- Ensure that key project deliverables and objectives are delivered on time, within scope and within stated financial measures.
- Manage the relationship with the client and all stakeholders.
- Perform risk management to minimize project risks
- Create and maintain comprehensive project documentation
- Liaise with PMO to ensure timely inputs to project planning process
- Manage own workload, ensuring that prioritisation of tasks aligns with defined completion requirements and deadlines. Provision of management reports as required.

**Performance Measures:**

- Successful delivery of allocated ADOPT Platform implementation projects;
  - On-time
  - To budget
  - To confirmed level of stakeholder satisfaction
- Effective collaboration and support for platform delivery, pre-sale and BAU support team members
- Management of workload and meeting of project and internal deadlines
- Professional internal and external client communication by email, phone and in person.

**Requirements:**

- As AppLearn are pioneers in the area of User Adoption it is important that the PM has the ability to grasp new concepts quickly with strong analytical and problem-solving skills, and attention to detail.
- Ideally 3 years' experience of SaaS application project management within a project environment with familiarity/experience of the configuration of fields, creation of workflows, mapping of data requirements etc, ideally in a customer facing role within a software vendor, reseller or consultancy.
- Clear, concise and effective communication ability
- Knowledgeable in SaaS technology, and key domains e.g. CDN, web technologies etc.
- Computer Science or Engineering degree with appropriate work experience a strong plus.
- Strong working knowledge of Microsoft Office or Project Sheets application.
- PMP / PRINCE II certification is a plus

**Working Hours:**

Core hours of 09.00am – 5.30pm however flexibility will be required from time to time.

Monday to Friday, based in Manchester with flexibility as required by business demands and prospect/client meetings.