

Programme Manager

Location: Leeds

About the role

Reporting to Head of Project Operations:-

A Xalient advocate, a senior member of the team, the Programme Manager provides oversight, escalation and ultimate ownership of all Projects within the Programme(s) they are aligned to, ensuring these are delivered within budget, time and quality and to the Xalient Professional Services (PS) framework. Additionally, the Programme Manager acts as trusted advisor to Customers with senior project leadership expertise.

The Programme Manager is responsible for the direct report of any Project function the Project Managers are delivering on their Projects. Mentoring, training and inspiring Project Managers to achieve excellence by personally delivering where needed and delegating tasks where appropriate.

Maintain skills and accreditations to ensure market leading specialisation capability which differentiates our Xalient offering to customers.

Support Sales, Pre-Sales, PS Technical Consultant and MS Support colleagues with deep Project knowledge and expertise to assist them to bid best practice and market leading solutions.

Key Responsibilities: (list key tasks, responsibilities, deliverables etc.)

Management of Customer relationships during the project lifecycle - Good communication and Risk Management are essential to ensure that an excellent customer relationship is maintained. This role will manage time careful and effective positioning and timing of messaging.

Maintain close, sensitive and long-term working relationships with key customers' acting as a trusted advisor

Provide Project governance support for Xalient pre-sales proposals by providing and/or reviewing PMO content to presales colleagues

Internal Comms – liaise with other departments within Xalient to ensure that the solution delivered to the customer meets the design intent of the sales and pre-sales teams and that financial reporting and build status reporting is accurate and timely.

Build strong relationships with vendor, commercial and technical contacts.

Acting as an ambassador for the company, to raise profile, branding and credibility within the market, delivering excellence and outstanding service

R&D/Portfolio/Product Development – working alongside Xalient Snr Management, other consultants, and support engineers, collaborate to develop new products/improve service offerings to customers

Contribute significantly to the development of Company goals, growth and profitability targets by being an active member of the Xalient team and culture

Finances – provide a forecast of cash flow, revenue recognition and invoicing throughout all Projects within your Programme. Keep records of costs incurred against budget during a project and provide early indications that budgets may be breached.

Documentation – Documentation should be accurate, well written and appropriately detailed.

Responsible for ensuring appropriate Acceptance into Service standards have been met by all Project Managers as part of their Project delivery.

Quarterly auditing of all Projects within your Programme.

Authority- Authorised to make decisions on behalf of the Xalient PMO to ensure success in Projects across the Programme

Health and Safety – You should operate within the Company’s Health and Safety polices and ensure that resources working on your projects also do so.

Ensure all Projects within your Programme are managed in accordance with within the PMO framework and Xalient’s standardised templates and tools such as SharePoint, Teams and Toggl.

Provide a mentoring function to Xalient Project Managers

Responsibility for collating customer feedback from the Project Managers for projects within your Programme and feeding this into a larger CSAT review

Act as initial point of escalation for Projects in your Programme

Collating project reports from the Project Managers, including RAG status, and reporting against time, cost, and scope, collating this into meaningful MI for Senior Management

Submit weekly Programme Reports to Project Operations Manager

Project Management delivery when required in line with Project Management Job Description.

Ensure projects within your portfolio meeting ISO and compliance requirements.

Management of resources between projects within your Programme

Ensuring Project Managers accurately record their time against project budgets.

What you’ll be doing

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What you’ll need

At least 5 years’ experience working for a MSP or Telecommunications reseller, vendor or similar, in a project management function.

PRINCE 2 qualified essential, Agile /PMP methodology trained preferable

Excellent interpersonal and communication skills, both written and verbal. You should be confident to communicate with CXO level staff within small and large enterprises.

A good high-level understanding of Data Networking, UC and Contact Centre Technologies.

Exceptional time management and organisational skills.

Commercial acumen, ability to manage a Budget

Positive in attitude and decisive in approach

Be capable of influencing key decisions, leading escalations and problem-solving.

Competencies:

Initiative - The willingness to move things forward by acting without needing to be asked and without due escalation.

Achievement Orientation - The determination to perform at the highest standard, aiming to exceed norms and expectation.

Business Awareness - An understanding of the processes and issues relevant to one's job. This ranges from job knowledge to an appreciation of complex internal and external business issues/trends.

Analysis - The ability to gather relevant information, notice relationships between different pieces of information, reason from cause to effect and generate effective solutions to practical problems.

Adaptability - The ability to maintain effectiveness in a rapidly changing environment and the willingness to respond quickly and positively to change.

Organising Work/Project Management - The ability to marshal and manage resources (people, funding, materials and support) to achieve a project or task. Able to manage own time efficiently and to handle multiple activities in parallel to accomplish the goals.

Customer Orientation - The ability to recognise both internal and external customers and the willingness to cooperate with them fully, in order to help them achieve their objectives.

Technical/Professional Expertise - The ability and motivation to apply and develop one's own technical and professional knowledge and to share this expertise with others.

Mobility Requirements

Required to travel across the UK and occasionally abroad