Zen Internet Role Specification

JOB ROLE: Project Manager – Managed Services

Key Deliverables

As project manager, you will lead and manage projects through their full lifecycle from requirements gathering through to deployment and acceptance and be responsible for their successful completion. You'll be primarily managing complex customer projects using a mixture of security, networking, hosting and cloud solutions.

It's key that you manage the relationship with the client during these projects ensuring that there is strong and frequent communication between the customer and the project team. You will also ensure that the agreed deployment schedule is met and that acceptance and handover is successful. Within this programme, you will also be required to collate work packages, project plans and presentations in support of our bid management team.

This is a challenging role that requires support from stakeholders at many levels across the business. You will need to demonstrate leadership and team building skills and be able to balance these with the structure and discipline needed to manage and control project risks. In all cases, you will be required to report on progress to our programme managers and undertake work that supports programme planning and alignment across Zen.

The successful candidate will have demonstrable experience of delivering successful projects in the ISP/Telecoms or similar field and have a working knowledge of PRINCE2 and/or Agile methodologies.

It goes without saying that you'll be an excellent communicator with strong customer relationship skills and have a working familiarity with internet connectivity products and IT technologies.

As part of a company which continually seeks ways to improve, you will inspire and contribute to the development of our project and programme processes such that our team can be responsive to changing customer and business needs.

Key Responsibilities:

- Manage a range of projects including complex client solutions including Security, Networking, Hosting and Cloud solutions
- Manage the customer relationship during project delivery and up to the final handover
- Produce and maintain project documentation in line with our project processes
- Produce presentations to communicate project goals to stakeholders
- Collate project plans, work packages and presentations in support of bid proposals
- Define and document all phases of the project including tasks, escalation paths, milestones and acceptance criteria
- Take responsibility for ensuring that risks, issues and changes are documented and managed effectively
- Provide regular progress reports to key stakeholders and programme managers

- Provide and negotiate project and resource plans to support programme planning and alignment across Zen
- Establish and maintain strong relationships with team managers and project teams to ensure on-going commitment, collaboration and co-ordination of resources
- Carry out project reviews and share the findings with relevant stakeholders and programme managers
- Maintain strong working relationships with managers and stakeholders at all levels in the business
- Inspire and contribute to continual improvement in our project and programme processes
- Share knowledge and experience to support project improvements around Zen

Candidate Profile:

- Certified PRINCE2 Practitioner
- Working knowledge of additional project methodologies such as PMBOK or AgilePM would be ideal
- Full drivers licence essential
- Extensive, recent experience as a Project Manager in a Telecoms/ISP environment or similar technology-led industry
- Demonstrable success in delivering client solutions
- Demonstrable leadership skills, able to influence diverse teams of support staff, engineers, consultants, developers and managers without line authority
- Working familiarity with internet products and IT technologies
- Experience in managing complex projects from concept through to successful delivery
- Demonstrable track record in solving problems and making decisions to support priority alignment in a shared resource environment
- Excellent communication skills with an intuitive understanding of how best to share knowledge, gain buy-in and influence decision making
- Flexible and consultative approach
- Excellent planning and organisational skills
- Comfortable working without routine supervision
- Customer focused