

Job Description

Title: **Program Manager – UK based**

Reporting Line: **PMO Manager & Sales Director**



Overview of Role:

The role is based in Coventry, in the UK. The principle objective of the role is to manage the successful deployment of EMR's solutions to the agreed timescales, budgeted costs and the required quality levels whilst seeking and growing new business opportunities.

A Professional Services Program Manager is responsible for managing the delivery of multiple projects into a single large customer or multiple customers. The role is intended to provide coordination and continuity to the customer of EMR's activities on the account.

A Program Manager's focus is primarily;

- To provide a customer relationship management function at higher levels on the customer side
- To support EMR project teams to get the physical, human and product resources that they need to deliver projects.
- Manage specifically assigned projects

Candidate:

This position will expose the candidate to many aspects of SCADA, Mechanical & Electrical, Telemetry and Wireless Communications and must therefore demonstrate an aptitude and enthusiasm for the delivery of EMR's solutions. Candidates must be able to demonstrate a methodical and logical approach to project management combined with the ability to communicate to customers, at all levels.

The candidate should have excellent customer facing skills, and work well under pressure, demonstrating a professional manner, with an ability to identify and focus on the customers' requirements.

The role requires the candidate to be able to work successfully alone and as part of a team, either in remote customer locations or within an office environment. EMR's customers are based throughout the UK and the candidate will therefore have the flexibility to travel at short notice.

Principal Responsibilities:

The Program Manager's responsibilities cover the following key areas:

- Customer & Account Management
- Project Delivery
- Third Party Management
- Risk Management
- Change Control
- Cost Control
- Quality Assurance
- Revenue Billing
- Business Development

- Develop an account contact map
- Manage escalated and critical situations
- Provide regular reports on account status
- Participate in scheduled reviews of assigned accounts
- Provide pre-sales support
- Provide local staff management

Essential Experience

College degree or equivalent. Ideally 10 years' experience of Project Management in the Water Industry or IT sectors working on external projects some of which must have been in a project or program management role for a major, high value project delivered into a large customer.

Technical Skills

- Recognised certification in Project Management
- Proven and demonstrable Project Management skills within a commercial environment
- Experienced in the application of Project Management methodologies
- External customer management experience.
- MS Project

Interpersonal Skills

- Ability to broker a position between commercial/technical & customer objectives.
- Exceptional leadership, communication, organizational and project management skills.
- Enthusiastic, with the ability to take ownership and drive support issues and repetitive sales opportunities.
- Well-developed formal and oral communication and reporting skills to all levels in an organisation
- Both commercial and technical issue appreciation
- Excellent relationship and people-management skills
- Highly organised work approach within a multi-tasking environment
- Ability to find inventive solutions, and to lead/steer discussions to deliver win-win scenarios
- Ability to remain calm and focused under pressure
- Politically aware/astute
- Commercially aware by obtaining detached knowledge contracts
- Strong negotiation skills
- Ability to work independently or lead a team to solve complex problems and/or work with customers in complex political environments.
- A proven ability to influence internal and external customers.
- Ability to negotiate a win-win with customers.
- A track record in delivery of projects on time and to budget
- Problem solving abilities in customer escalation situations