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## PROJECT MANAGER

### JOB DESCRIPTION

Reporting to Professional Services Manager Location Derby

The role of the **Project Manager** sits within the Client division within Roscom.

### Client Division

#### Divisional Goal

- Protect and Grow a valued, loyal client base

#### Departmental Goals

- Deliver and exceed all service level agreements on both internal and external projects.
- Maintain 'happy clients' through demonstrating ROI and customer service excellence.

#### Role Purpose

The purpose of the Project Manager is to ensure Roscom Projects are delivered within scope, to expectation, without risk and in a timely effective manner. They are expected to put themselves in the eyes of the client and ensure client satisfaction is always addressed in the best practice manner.

#### Role Responsibilities

##### Overview

To lead projects in a team like organised and controlled manner.

To ensure what has been committed by the company is delivered, correctly and timely.

Operate in a positive, optimistic yet realistic manner.

Demonstrate excellent client relations skills.

Have exceptional Roscom RMM and Product Portfolio understanding.

##### The main aspects cover:

- The ability to provide top level down to detailed reports dependent upon audience of project status.
- To have an understanding of planning and scoping multiple projects at one time.
- Be a people person, trustworthy and credible when making commitments both internally and externally to clients.
- Show proactive thinking while planning and managing a project.
- Show great mediation and negotiation skills.

##### Responsibility flows:

- Ensure delivery expectations are delivered, correct and on time.
- Capture this information in a well organised manner with excellent data control.
- Provide face to face contact with customers giving particular attention to audience needs.
- Maintain and promote a good working atmosphere and relations with other staff.
- Adherence to communication methods and processes.
- Adherence to correct information keeping and storing methods.
- Roscom has a worldwide client base and therefore overseas travel is essential and would be

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required as part of this position.

Specific:

To ensure Roscom projects are delivered within scope, to expectation, without risk and in a timely, effective and efficient manner.

To be able to put yourself in the eyes of the client to ensure client satisfaction is always addressed in the best practice manner.

#### Required Skills and Knowledge

- Well organized, flexible and have particular attention to detail.
- Highly driven and enthusiastic.
- Strong problem solver.
- Be able to interact with clients at a level showing professional commitment with a personal touch.
- Strong written and oral skills.
- Reliable and trustworthy to obtain the highest respect by clients and internal teams.

#### Preferred Skills and Knowledge

#### Additional Notes

There will be times when you may be required to undertake additional tasks, duties and responsibilities within your capabilities. The company reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to business needs.