

JOB DESCRIPTION

Job Title: **Project Manager**
Reporting to: **Operations Director**

RESPONSIBILITIES

The role of Project Management within Q Associates is growing as the complexity and size of the Professional Services business increases. The main responsibility will be providing project management, resources and skills for the company, centred on the core and security sector, but encompassing the rest of the company when required.

The project manager, operating within agreed reporting structures, is responsible for:

- Define, document the approach, processes and key performance indicators for the facilitation and delivery of all Technical Services Projects
- Managing the production of the required deliverables, including Statement of Work
- Planning and monitoring the project
- Working with all departments within Q to deliver all projects to the customer satisfaction
- Preparing and maintaining project, stage and exception plans as required
- Managing project risks, including the development of contingency plans
- Monitoring overall progress and use of resources, initiating corrective action where necessary
- Plan, complete, facilitate and measure the received, start and completion dates for the Statement of Work for each Project
- Applying change control and configuration management processes
- Liaison with Account Manager to assure the overall direction and integrity of the project
- Maintaining an awareness of potential interdependencies with other projects and their impact
- Adopting and applying appropriate technical and quality strategies and standards
- Identifying and obtaining support and advice required for the management, planning and control of the project
- Managing project administration
- Conducting a project evaluation review to assess how well the project was managed
- Preparing any follow-on action recommendations

PRIMARY RESPONSIBILITIES:

The Project Manager is responsible for:

- Outstanding levels of Customer Service to both internal employees and external Q Associates Customers
- Ensuring that the approach, processes, and key performance indicators are created, documented, signed off and communicated for the facilitation and delivery of all Technical Services Projects
- Reviewing and validate all proposals and orders produced by Sales and Sales Operations
- Assist with scheduling resources to deliver Customer Project Installations in accordance with Customer expectations
- Ensuring that there is a Statement of Work for each Project
 - Define, document, and agree the content of a weekly status report for all approved Customer Orders that involve Project work
- Where required propose options and recommendations regarding prioritisation involving Projects

NON-TECHNICAL SKILL REQUIREMENTS:

- Excellent organisational and leadership skills
- The ability to understand complex information and explain it to others
- Advanced IT skills
- Apply a PRINCE2 project management approach to the specific requirements of the project
- Direct, manage and motivate the project team
- Develop and maintain an agreed project plan and detailed stage plans
- Understand and apply business case and risk management processes
- Tailor expert knowledge to meet specific circumstances
- Plan and manage deployment of physical and financial resources to meet project milestones
- Build and sustain effective communications with other roles involved in the project
- Apply quality management principles and processes
- Time Management

Send your CV to work@qassociates.co.uk and tell us how you can make a difference to the team.

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