

Project Manager

We are an established, dynamic company that provides global software and business solutions to the Aviation and Service Management industries. We've been at the forefront of our industry for over a decade, providing solutions to some of the world's biggest organisations.

Job Title:	Project Manager
Department	Delivery
Reports to:	Project Delivery Manager
Hours of work:	9.00 – 5.30 Monday to Friday
Place of Work:	Zafire Office Banbury

Job Purpose:

The Operations team manages all Zafire projects effectively by leading and managing the project on the ground as an integral part of our client's delivery team. Zafire Operations add real value to our customers Projects through delivery;

- By putting our teams on the ground, we take management accountability for the delivery of our commitments.
- By engaging all stakeholders in the Project, we ensure a cultural approach to transformation and performance management becomes embedded.
- By gaining top level sponsorship, we demonstrate the strategic importance of the Project.

The Project Managers purpose is to operate within the confines of Zafire's delivery methodology - the 'Engine Room' to:

- Contribute at all levels of management both internally to Zafire and externally to clients.
- Design, manage and continually improve Zafire's delivery offerings.
- Establish policies and procedures to ensure consistently high service performance through project assurance and governance, as well as evaluating customer feedback to develop quality improvement processes.
- Deliver services to Zafire and its customers through the engagement and management of 3rd party providers and internal staff.

The Project Manager role utilisation will be balanced between internal and external delivery dependent upon operational delivery demand.

Primary Responsibilities

- Deliver the 'Engine Room' Stage 2 – Stage 5 Project Management to ensure all projects are delivered to Time, Cost and Quality, Stage 2 Business Analyst and ensure that a structured handover occurs during each 'Engine Room' Stage adhering to Zafire 'Engine Room' policies, procedures and standards to:
 - Establish a Project Methodology that is capable of meeting and exceeding contractual and internal Project metrics and KPI's.
 - Ensure that Project Assurance takes place on all medium to large projects, ensuring the governance put in place is followed, and anomalies dealt with accordingly.
 - Coach and mentor team members on project management and methodology and bring up to the standard required to build a successful delivery team.
 - Implement a continuous improvement methodology to ensure that the Zafire's Delivery Team can meet their respective targets and provide continuous delivery improvements to the business.
 - Bring both industry expertise and general business acumen to bear in solving internal and external problems.
 - Assess customer feedback and make necessary improvements.
- Active member of the Operations team, providing input and guidance so that Zafire can learn and continually improve.
- Proactively develop communication strategies to ensure that all delivery stakeholders are kept informed and up to date in relation to any 'live' delivery project.
- Provide day to day expertise and guidance on the design & implementation of the Zafire Solution.

Accountabilities

- Follow company systems and procedures at all times to ensure compliance in all aspects of work
- Actively take part in the Company PDR process, which is to be conducted on at least an annual basis
- Actively support and take part in appropriate learning and development opportunities
- Adhere to health and safety policy and other requirements relating to care of equipment
- Ensure completion of any required management information
- Ensure daily completion of required timesheet
- Demonstrate and work by the Company values at all times
- Additionally, you may be called upon to undertake other tasks within the company as may be reasonably requested by the company based on your knowledge and experience

Professional Specification

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> ➤ Prince 2 / PMP practitioner with five years + of solution delivery engagements 	<ul style="list-style-type: none"> ➤ Degree Qualified
Experience	<ul style="list-style-type: none"> ➤ Managed a complex delivery team, that included capabilities such as project management, business analysis and solution delivery. ➤ Exceptional communication skills in spoken and written English. ➤ Ability to analyse internal and customer problems and processes. ➤ Demonstrable experience in business analysis tools and techniques. ➤ System / solution integration ➤ Knowledge of software development methods such as Agile or appropriate modelling skills. 	<ul style="list-style-type: none"> ➤ Service Management Industry experience. ➤ Aviation Industry Experience. ➤ MRP / ERP or CRM business management experience. ➤ Experience of Jira Software ➤ Process modelling within a structured environment. ➤ Technology infrastructure experience.
Personal Skills	<ul style="list-style-type: none"> ➤ Communicative and outgoing. ➤ Forward thinking individual. ➤ Problem solver. ➤ Ability to adapt to an everchanging environment. 	

Competencies

Subject Matter Expert - be regarded or move towards a Subject Matter Expert (SME) and an innovative and progressive thinker and recognised by clients and peers as an authority in their chosen SME area.
Communicator - adept and adaptable communicator and forward thinker, bringing fresh thinking, thought leadership and innovation to our clients and markets using highly effective inter-personal skills, verbal and written communications.
Conflict Resolution - Ability to operate sensitively in situations where there is uncertainty and potential for conflict.
Stakeholder Focus – ability to make stakeholders feel at ease and be confident in their ability and knowledge. Provide open and honest communication to ensure that stakeholders are updated at every stage of the Delivery Assurance process.
Target Orientation – ability to meet Programme /Project targets within the agreed timeframe, in the event that targets are unachievable set the correct expectations and escalate accordingly.
Personal Motivation (self-starter) – be capable of formulating internal and external relationships to understand processes / issues. Ability to appear confident, outgoing and belief in their ability will transfer to the customer/s to build confidence / trust in the information / resolutions provided.
Personal Learning Focus – understand weaknesses / strengths and transfer to a self-development plan.
Relationship building – establish a dialog with stakeholders and peers in relation to and the context of the deliverable.

Name:		Manager:	
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JOB DESCRIPTION

Signature:		Signature:	
Date:		Date:	