Project Leader Job Role

An exciting opportunity to join our team within a growing ICT Services company with a global portfolio, as a Project Leader in our Work Request Management team.

Role Purpose:
Reporting into the Project Management Group, the candidate will be working as a member of a team of project managers that work across a range of clients focused on managing projects delivering services and solutions based on the company portfolio. The candidate will have direct responsibility for project delivery including all contractual and financial aspects for small, low complexity projects up to a value of £30K.

Responsibilities/Accountability:
- Manage projects throughout the entire project lifecycle ensuring the associated tools are kept up to date for project documentation, project status and financial tracking and reporting.
- Build and develop relationships within client organisations to ensure a positive customer experience.
- Manage suppliers and third parties as required during the project lifecycle.
- Work closely with the Technical Design Authority (TDA), Operations teams and Consultancy teams to deliver the scope of the agreed projects to the client.
- Provide a point of escalation for project related issues (either internally from within the project or externally from the customer)
- Identify and manage risks to project delivery in a formal manner, ensuring that they are effectively communicated to all stakeholders
- Provide accurate and timely management information, reporting and forecasting to Senior Management
- Produce project documentation appropriate for the complexity of the project, this may include a schedule, RAID log, and meeting minutes.

Business Area / Technical Experience (Desirable)

- Microsoft Technology stack including end user computing and server infrastructure
- Cloud based solutions such as Azure and AWS
- Network provisioning and an understanding of network related solutions including VOIP & Teams.
- Security solutions and GDPR (or above) compliance

Qualification/Certification requirements
- PRINCE 2 foundation certification or equivalent.
- ITIL certification would be advantageous.

Skills/Experience
- Experience of working on customer engagements.
- Experience of planning, managing, and controlling multiple small projects for a major customer.

- Ability to prioritise multiple tasks.
- Ability to Monitor tasks to ensure that the work is completed and accepted by the customer within the committed timescale.
- Ability to communicate with people at various levels across an organisation.
- Ability to capture and publish accurate meeting minutes, and subsequently track and report on actions.
- Well organised with excellent time management skills
- Experience of supporting Project/Programme Managers on a major account would be beneficial.