

PROGRAM MANAGER

The Program Manager is a key role within the business; responsible for the successful delivery of high-profile assessment projects, they are responsible for managing implementations across the project lifecycle, ensuring that objectives are met in line with client requirements and but crucially keeping within the project budget.

REPORTING TO: Customer Success Director

ROLE KPIs: Performance in the role will be measured by the 3 following KPI's:

1. Delivering projects to time – measured per project
2. Delivering projects to budget – measured per project
3. Customer satisfaction levels above 90% - measured per project

ROLE RESPONSIBILITIES

- Overseeing and managing multiple projects simultaneously using appropriate project management methodologies
- Uses best practice Project Management methodologies
- Serves as a mediator between executives and numerous staff members employed as part of his or her specific area.
- Ensuring the coordination and completion of client projects, including managing timelines, setting deadlines, assigning responsibilities and tasks, as well as monitoring and summarising the progress of key projects
- Ensuring projects are delivered in accordance with the Pricing Calculator (days allocated) and contracted 'Statement of Work' using our gross margin principles
- Ensuring the project team complete their weekly timesheets to monitor project profitability on your projects
- Developing and managing detailed project plans using Monday.com to ensure objectives are met
- Generating project briefs and initiation documents, meeting agendas, and status reports, before and after client project meetings

- Prompt quality follow-up of project meeting actions and circulation to all project stakeholders
- Tracking project actions and their associated resources; alongside liaising with teams to ensure all information has been captured and shared with the project team members
- Proactive and high standard of verbal and written communication with the client at all stages of the project
- Effective management of project issues and resolutions, escalations
- Leading client Project Management calls as the Sova Project Owner
- Leading internal Project calls with project team members to ensure alignment and clarity of direction/actions
- Taking accountability for the overall success of the client projects and client satisfaction, escalating issues where appropriate
- Attaining high levels of Customer satisfaction from Customer feedback project surveys
- Ensuring Sova Senior Leadership is aware of high-profile project progress
- Knowing when to escalate to issue to Sova senior management
- Building effective relationships, working directly with project team members to ensure the smooth delivery of client projects

SKILLS AND ATTRIBUTES

- Excellent communication skills, both written and oral
- Ability to manage multiple projects and tasks
- Excellent organisational skills, with the ability to plan the use of people and resources in order to prioritise work and meet deadlines
- Strong attention to detail with the ability to maintain quality standards
- Highly developed problem-solving skills, with the ability to find and suggest alternative ideas if problems arise
- Excellent critical-thinking skills, including the ability to remove barriers and enable teams to complete their objectives

- Strong influencing skills with the ability to gain trust from key stakeholders
- Team player with a highly collaborative mindset
- Agile and resilient with an adaptable working approach
- IT Proficient (MS Office or equivalent)

EXPERIENCE REQUIRED

- Proven experience managing projects within the HR Tech industry, using different project management techniques
- Demonstratable knowledge of appropriate IT systems, including configuration management (and preferably assessment processes).
- Demonstrable experience of effective resource management
- Project Management certification, such as Prince II (or equivalent), is desirable but not essential

MORE OF WHAT TO EXPECT FROM US

- Workplace Pension Scheme
- 25 days annual leave, + bank holidays
- Private Medical Care

HOW TO APPLY

To apply for this role, please send your CV to careers@sovaassessment.com, stating the job title in the subject line.