

EMEA Head of Project Delivery

ROLE PURPOSE

Reporting to the UK & EMEA COO, your role will be an integral part of new business success and involves responsibility for as well as within Instant.

You will effectively resource and lead a team that provides:

- 1) Pre-deal/construction support to the account and business development teams when new opportunities and bid submissions (fit out and refurbishment solutions) are being formulated and pitched
- 2) The project management and delivery of these technical solutions (including effective handover to the Operations team)

The right candidate will take a hands-on role and own key projects for clients and within Instant, whilst maintaining governance across all project teams in the business. This will include ensuring consistency across fit out and refurbishment solutions for global / multi-regional clients.

As a core part of the Operations team, your role will also involve working closely with the Head of Supply Chain to ensure proven value for Instant and our clients and new, robust supply chain development in new territories in line with Instant's growth plans. In addition, you will work closely with the Head of FM and Solutions to ensure effective project handover to the FM team to manage client mobilisation and steady state delivery.

KEY RESPONSIBILITIES

- Understand Workplace Strategy & Design Processes
- Understand Contract Procurement and Implementation (ER's / FIDIC agreements). Fully understand obligations under CDM 2015
- Be able to work in a friendly and co-operative manner with colleagues and external clients/supply chain. Can do attitude essential
- Meticulous planning and a wider, generalist project management skill set. Ability to get things 'back on track' and drive resource to deliver to time and budget. Understand critical path analysis and dependencies for project programmes.
- Applying innovative / strategic thinking and turning ideas into solid deliverables
- Practical risk mitigation
- Effective management of outstanding incidents and work requests

BACKGROUND AND EXPERIENCE

- You will have extensive experience of relationship managing senior clients, stakeholders & supply chain partners in a professional and commercially aware manner always
- Strong leadership, people management and resourcing experience
- You will have broad and detailed knowledge of all aspects of construction and design relating to interior workplace delivery, along with a passion for good design and quality of delivery
- You will have and proven track record of working within the interior fit out and refurbishment industry, ideally from a contracting background and or project management/ employer's agent professional business. This might involve serviced office workplace fit out or retail fit out – operating at speed
- Excellent commercial acumen, coupled with a drive for delivery excellence
- You will be IT literate and able to work with most of the Microsoft Office suite and specialist programming packages. Microsoft Project and Project Commander advantageous
- A desire to travel is essential

KEY SKILLS AND COMPETENCIES

- Driving Instant's technical solutions and programme proposition, demonstrating proven value for clients
- Working with BD / solution teams to help design and sell in the solution (by providing technical/ programme expertise)
- Leading Operations' technical solutions and programme team, including recruiting and retaining new and existing talent (FTEs and contract resource as required)
- Managing the triage of technical work, allocating work between teams and individual team members according to skill sets and workloads as necessary to achieve all projects on time and on budget (Managed, Enterprise, Landlord)
- Hiring and managing a variable resource pool of contractors ensuring sufficient resource to meet qualified client priorities and pipeline activities (staff to average volumes, manage to peak)
- Overseeing progress of all projects, providing technical, commercial and programme expertise as required (to assist newer members of the team / junior and contractor resource to ensure consistently high standards delivered). Stepping in when issues occur to manage to resolution
- Assisting teams in other regions until fully established with global oversight of solutions/delivery ensuring consistency of delivery, particularly for global clients
- Developing a robust but nimble governance & reporting platform across the technical solutions and transformational programmes we provide including project/programme, spend, supplier and team performance. Ensure accurate and timely reporting of project progress and budgets on iWMS (info available to clients via portal and internally)
- Finding appropriate suppliers in new regions to deliver technical / projects to time and to budget
- Working with Supply Chain / Finance to onboard / contract new suppliers in a timely manner – providing detailed Statement of Works (SOWs) to suppliers clearly laying out Instant's expectations for delivery/cost
- For key projects, leading:
 - Establishment of Client Brief/Employers Requirements
 - Formulation of Project Strategy Programmes/Timelines
 - Co-ordination with Framework Contractors for the production of test fits and designs
 - Compilation of Desktop Budget Costs for the Capital Works Required
 - Procurement and co-ordination of contractors for validation works/due diligence on selected properties + tendering/negotiations of bid costs form supply chain.
 - Co-ordination of the production of detailed design and HVAC & other services works
 - Pre-contract works including production of indemnity letters, LOI & instructions from clients and to our own supply chain.
 - Collation of landlord approval packs & licence to alter submissions
 - Co-ordination of wayleave matters and IT considerations with clients' team and supply chain
 - Support the BD & CS team with all other elements relating to successful opportunity conversion.
- Driving our iWMS platform for Technical solutions and Programmes to ensure accurate reporting, benchmarking and dash-boarding of critical data

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

KPIs

- Delivery of all projects and programmes on time/ on budget
- Positive feedback from internal & external customers
- Development and delivery of effective governance and variable resource platforms
- Successful and timely delivery of effective reporting requirements

Key stakeholders:

- COO
- Head of BD, Enterprise, Managed and Co-lease
- Head of Supply Chain
- Head of FM Solutions

Working at Instant

About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mind-set.

The details

We pay market salaries and the right person will be offered a package according to their experience.

You will be based at our head office at the Blue Fin Building in Southwark but may be required to work on a client site. The building boasts amazing views over London with café, coffee shop, roof terrace and paid gym in the basement.

The area itself (Bankside) is one of the oldest parts of London – entrepreneurs, artists and revellers have flocked here for almost 2,000 years. It is one of London's most vibrant areas, with a heady mix of culture, foodie delights, attractions and architecture. Bankside was once known as London's larder, it's a title that lives on today in the fresh produce of Borough market and the wealth of fine restaurants, pavement cafes and shops surrounding it.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Alice Mitchell:

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