Instant
RETHINKING WORKSPACE

IT Project Manager

ROLE PURPOSE

Instant are looking to expand their technical team and recruit an IT Project Manager to continue its successful growth trajectory. You will have a passion for successful solution delivery, with expertise in the application, online and digital space. Being a small but global company, you will have a great exposure to different technologies, projects and internal and external clients.

Your core discipline and role will be in IT project management; however, this is a varied and hands on role where you will be required to get involved in many different aspects of project delivery such as product management, technology strategy, solution / supplier selection, business analysis, software testing and training.

Reporting into the CTO you will be part of a small but effective IT team that is well integrated with other key business functions to drive the overall business strategy.

KEY RESPONSIBILITIES

You will take ownership of several prioritized projects, project work streams and change initiatives for internal or external clients.

- **Business Requirements & Solution Definition**
  - Work with sponsors and key stakeholders for the elicitation and analysis of business, functional and non-functional requirements.
  - In collaboration with architects, suppliers and other the IT team members, construct a solution design to meet the business requirements
  - Ensuring the requirements are representative and the requirements & design are fully approved.
  - Ensuring that deliverables are fit for purpose and fully meet business requirements.

- **Project planning, control and governance:**
  - Ensuring a fit for purpose governance is applied and adhered to in terms of the project lifecycle, software development lifecycle and reporting.
  - The project plan is constructed from the project subject matter experts, approved and tracked.
  - The budget is approved and maintained
  - Updates and progress are communicated to the project teams
  - Escalations and approvals are made when project exceptions are highlighted that might impact the project plan, budget and scope
  - Maintaining a full audit trial of project decisions and the change control register

- **Team Management:**
  - Matrix management of a multi-disciplinary project teams.
  - Providing management in a supportive environment for the team with clear understanding of roles, responsibilities, timescales, deliverables and quality criteria.
  - Fostering a positive, consultative and collaborative team culture.
  - Ensuring regular and productive team communication.

- **Change management & Communications:**
  - Managing change in a structured and controlled manner to ensure the business benefits are realized.
  - Building key relationships with project stakeholders of all level of seniority – these could be both internal and external clients.
  - Extensive stakeholder engagement and communication using both formal and informal channels.
  - Listening, ensuring concerns are understood and feedback is delivered
  - Good news is promoted, and resistance addressed to ensure successful adoption.
  - The business and external users are fully prepared for the new system and ways of working.

- **Risk & Issue Management:**
  - Collaborating with the project team and business to highlight and analyse key project risks and issues.
  - Escalating and / or reporting on priority items as required

- Ensuring action is taken to approve and deliver mitigating corrective measures

o **Supplier Selection & Management:**
  - Ensuring the right suppliers are selected for the initiative – existing or new.
  - Building positive and effective relationships with the necessary suppliers
  - Ensuring their responsibilities, deliverables and timescales are agreed and understood
  - Ensuring legal have been engaged and are satisfied with the contracts in place
  - The supplier progress is measured and tracked on a time and material basis and/or fixed price engagement.

o **Other:**
  - Working in a hands-on capacity you will be willing to assist with other workstreams to maintain progress and to ensure the job gets done, such as workshop facilitation, solution selection, business analysis, testing and training.

BACKGROUND AND EXPERIENCE

- You will have a firm grounding in technology, project management and business analysis
- Extensive full lifecycle experience of delivering technology / digital change – mainly in the application, online or data space
- Experienced at performing the Business Analysis function in capturing and presenting requirements using user stories using other formal methods
- Experience of delivering projects in accordance with a formal recognized methodology e.g. PRINCE II
- A keen advocate and user of agile delivery methods with a clear understanding of the benefits
- An effective business change management professional with a passion to ensure project success, positive user adoption and business benefit realization
- Relevant Project Management & Business Analysis qualifications are desirable such as Prince 2, Agile / Scrum, ISEB Business Analysis
- Familiar with cloud solutions and SaaS principles
- Extensive supplier management experience under both time and materials as well as fixed price contracts with good influencing and negotiation skills

KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- Down to earth, with strong communication skills and the ability to engage and build relationships with resources at all levels of seniority with internal or external clients. Together with the ability to explain complex technical issues to non-technical users and business managers
- A strong deliverer who gets satisfaction from solving problems, achieving plans and getting in the detail
- The position will suit a flexible self-starter, highly organized, calm but positive and responsive under pressure and structured in terms of both planning and communication skills
- Ability to analyse and solve complex problems by collaboration and the development of clear options within an unambiguous and auditable decision framework

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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