

Project Delivery Director

Role Purpose

Reporting to the Head of Client Services, the Project Director is a member of the senior Client Services team and is responsible for leading, developing, managing and communicating a portfolio of projects in support of the growth and strategic development of The Instant Group and its clients.

The Project Director programme-manages the portfolio which includes projects run internally by staff, projects undertaken by external consultants and contracted members of staff. You will take on several roles – acting as the project manager for high impact high profile projects, directing and advising other staff members undertaking projects, and managing consultants. The Project Director has line management responsibility. The Project Director is responsible for the financial management and reporting of the projects and implementation activities within the portfolio. The Project Director leads on communication of the portfolio internally within The Instant Group and to external clients and stakeholders. This includes the production of reports and presentations.

Key Responsibilities

Overall programme management of the projects and research portfolio. This includes regular meetings with project managers / consultants / staff within The Instant Group, reporting to the senior management team, the writing of papers for the board and for clients

- Take responsibility for and project manage the high impact, high visibility projects and manage them through to completion
- Leading a team of Project Managers, responsible for timely and quality delivery to Instant's client base
- This role will also take ownership of any key internal projects e.g. new systems roll outs, establishment of new global offices etc.
- Establishing programme management strategy, processes and documentation
- Establishing an effective reporting mechanism
- Financial management of the projects and research portfolio. This includes liaison with Finance managers and/or the CFO to go through each project budget and actively resolving financial issues
- Development of project plans, project budgets, project reports and associated documentation in line with client requirements. This will include providing assistance and guidance to project managers / consultants to ensure that documentation is fully developed and robust
- Manage communications of the portfolio internally within The Instant Group. This will include informing staff of new projects and its communications strategy, ensuring that staff / consultants are coding project expenses and invoices correctly, updating staff of changes to projects and project management processes
- Developing programme review and feedback mechanism to continuously improve our delivery and ensure lessons learned are adopted
- Acting as an objective point of senior escalation when projects have challenges

Experience

- 3 + years relevant experience in leading project and programme management
- Sound understanding of budgeting processes
- Strong organisational and multi-tasking skills
- Experience of writing and monitoring contracts
- Excellent English communication skills, both verbal and written (including excellent presentation skills)
- Ability to work independently and as part of a team
- Enthusiasm, a good sense of humour and ability to juggle tasks
- Extensive outsourced service delivery experience
- Superior client relationship management skills
- A good understanding of outsourcing and outsourcing processes ; particularly FM and related services

Key skills and competencies

Skills: as above plus, exceptional organisational skills excellent communication skills, flexible and adaptable approach to work, able to prioritise workload

Competencies (Behaviours): methodological, collaborative, responsible, creative, adaptable, confident, has gravitas, inspires confidence in clients