

PROJECT DIRECTOR

Role Purpose

Our purpose at Instant is to help our clients to move their business forward faster. We do this by partnering with businesses of all sizes and providing consulting services, bespoke solutioning and subsequent delivery of workspace solutions. We specialise in ensuring innovative workspace solutions support a business's current needs *and* their longer term business strategy and in helping businesses inject agility into their workspace portfolios.

We are working with a confidential client (Sapphire) and supporting them to scale quickly due to unprecedented demand for their product/ services. This is a hugely significant partnership for our business due to the size and scope of the project. We take significant pride in what we have achieved for the client so far, are confident in the additional value we will add moving forward.

Reporting to the Programme Director, the Project Director is responsible for delivering high profile, complex, fast-paced client project(s) from inception to completion on-time and on-budget.

The Project Director will also be responsible for project communications and as such will take responsibility for both governance and stakeholder project reporting to senior stakeholders both internally and externally.

Key Responsibilities

A key strength of The Instant Group is "Solutions, Delivered". We have a superb track record of delivering brilliantly and this is critical to our client relationships, NPS and ability to grow. This role is fundamental in this mission.

- Responsible for timely, on-budget, on-quality delivery throughout the project to Instant's client
- Coordinates the efforts of various team members and stakeholders in order to ensure that required tasks can be accomplished
- Develops a timeline and associated dependencies for the completion of milestones
- Recommends changes to a project that is ongoing if it appears it is not proceeding on schedule or is producing unsatisfactory results
- Develops an alternate course of action where required
- Establishes and maintains project governance and stakeholder communications
- Completion of project governance packs including plans, RAID logs, project budgets, project reports and associated documentation in line with client and internal requirements. This will include providing assistance and guidance to internal coordinators, managers & consultants to ensure that documentation is fully developed and robust
- Financial reporting of the project against budget. This includes liaison with Finance managers and/or the CFO to go through the project budget and actively resolving any financial issues
- Establishing and owning relevant project management processes and documentation
- Escalating any challenges in a timely fashion
- Develop and manage communications of the project internally within The Instant Group. This will include informing relevant stakeholders and managers of the project status and upcoming tasks, ensuring that staff / consultants are coding project expenses and invoices correctly, updating staff of changes to the project and project management processes
- Developing a review and feedback mechanism to continuously improve our delivery and ensure lessons learned are adopted
- Ensuring we have a full audit trail (assuming external audit will occur) of agreed project data

In addition to the primary responsibilities outlined above an important consideration will be to ensure data gathering where appropriate to support our market position in offering breakthrough insights to current and future clients

Experience

- 5 + years relevant experience in leading projects

- Relevant professional qualification i.e. PRINCE 2 accredited. Experienced in both waterfall and agile methodologies
- Leadership skills, including experience of leading teams and confidence in the ability to lead, influence and communicate with others to deliver targets are required
- Extensive outsourced service delivery experience
- Extremely strong organisational, planning and multi-tasking skills to deliver operational excellence and efficiency
- Superior client (and senior stakeholder) relationship management skills
- Highly commercial – CapEx & OpEx and P&L literate
- Advanced working knowledge of MS Project and Excel
- Experience of writing and monitoring contracts
- Excellent and effective English communication skills, both verbal and written (including excellent presentation skills)
- Real Estate industry experience an advantage (particularly Capital and FM delivery projects)

Skills and competencies

As an organisation with our behaviours at the core of our culture the incumbent of this role will be:

- Relentlessly client focused: a passion for customer service and ability to inspire confidence in clients
- Ambitious for client and Instant and courageous in aiming to exceed expectations and can see future paths and options clearly
- Methodical, with exceptional organisation skills including ability to prioritise and to take ownership
- Demands excellence
- Dynamic, proactive and high motivated
- Possess an instinct not to settle for the status quo
- Demonstrate resilience and flexibility through challenge and change
- Highly collaborative and thrive working as part of a team
- Able to cope & thrive in a fast paced, demanding, dynamic environment & culture, remaining calm & unflustered
- Able to deliver with accuracy and exceptional attention to detail
- Versatile and able to cope with multiple focus areas at once
- Committed to knowledge sharing proactively and developing team members and colleagues

Measures of success

KPIs:

- To be determined once project allocation agreed
- Client Net Promoter Score (NPS)
- Accurate and timely reporting (to be defined)
- Auditable information trail

Key stakeholders

Internally: COO, CFO, Legal Counsel, MD UK & EMEA, CEO & Board members

Externally: Clients and suppliers

About The Instant Group

The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients. Instant help their clients to move their business forward by providing insight on the real estate market and creating and delivering bespoke workspace solutions. Instant put their customers' business at the heart of the workspace

solution and specialise in injecting agility and flexibility into solutions, reducing cost and driving enterprise performance. Instant delivers solutions for FTSE 100, Fortune 500, and SME clients. Instant has offices all over the world and clients in more than 150 countries and is a market leader in flexible workspace. Its listings' platform [Instant Offices](#) hosts more than 15,000 flexible workspace centres across the world and is the only site of its kind to represent the global market.

In 2019 Instant acquired Incendium Consulting Ltd, an independent corporate real estate consultancy that provides large real estate services procurement, consulting, talent and change management programmes to blue-chip clients. Together, Instant and Incendium give clients access to independent market-leading consultancy, world class data and delivery options that transform their approach to workplace in what is a truly distinct offer in the market.

It's not all noses to the grindstone though; this is a dynamic place to work, where colleagues solve challenges and grasp opportunities together and support one another. With a common purpose that glues the organisation together, everyone is pulling in the same direction with a truly client centric focus. We are proud of our differentiated client approach, exceptional people and growth record. We are committed to offering a great place to build a career.

