

JOB DESCRIPTION

Job Title: Project Manager

Reporting to (Title): Customer Service & Support Manager

Department/Business Unit: Legrand Care

Base Location: Home

Work Location/s: Predominantly home based with occasional visits to Legrand Offices and Customer Sites

Overall Job Purpose:

‘Jontek’, a key brand of the Legrand Care division of Legrand Electric Limited develops, installs and maintains our assisted living alarm monitoring ICT solution ‘Answerlink’ to local authorities, social housing, social care & private care providers.

The Project Manager will be accountable for full project life cycle from pre-sales through to implementation and project handover. They will have the capacity to multitask effectively with specific responsibility for overseeing successful project delivery and achieving customer objectives regarding scope, quality, timescales and budget. The projects are managed using the PRINCE2 methodology and include the management of risks, issues, resources, quality, communications & conflicts, ensuring that projects are delivered to specification, quality standards on time and to budget. They will provide valuable input internally to maintain and improve the overall level of project management.

Job Competencies / Key Skills:

Essential

- Experience and knowledge of project management processes and methodologies (e.g. PRINCE 2 or similar).
- Proven track record of delivering projects within a technically complex and dynamic environment.
- Ability to demonstrate strong management skills including project management, financial management, change management and facilitation.
- At least 5 years experience in project management.
- Excellent communication (verbal and written) skills.
- Excellent organisational skills
- Excellent customer facing skills
- Full valid driving license and a willingness to travel within the UK.
- Flexible working hours when working away from the office

Desirable

- PRINCE2 practitioner / APMP project management qualifications or similar
- Experience of managing projects in the public sector
- Experience of managing ICT projects

PERSONAL ATTRIBUTES

- Ability to cope in a complex and fast changing environment, and to respond calmly and rationally to changing aspirations in a deadline driven situation.
- Strong planning and organising skills including the ability to manage several projects simultaneously

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- Determination and focus to drive the projects through to implementation and business as usual
- Excellent communication skills with a capacity to present, discuss and explain issues coherently and logically both in writing and verbally.
- Good influencing and persuasion skills with the ability to enthuse and inspire project teams and build successful relationships at all levels.
- Good team player, self-motivated and able to work on own initiative.
- Ability to judge complex situations and assess when to escalate issues.

Key Duties:

- To manage the full project lifecycle of Jontek projects using PRINCE2 methodology, ensuring all documentation is produced and signed off at appropriate points within the project lifecycle.
- To define the project team, identifying and obtaining the necessary resources / costs associated with the project.
- Implement a robust and appropriate governance structure for each project, ensuring that roles and responsibilities are clearly defined and understood.
- To ensure that a detailed project plan is produced which defines all activities, milestones, key dependencies and a clearly understood critical path, ensuring that all appropriate stakeholders have ownership of the plan.
- To manage risk, issue and change control effectively, including the preparation and maintenance of risk logs and issue logs for the duration of the project.
- Liaise with Jontek Customers to review the projects and manage their expectations. This involves notifying them of any changes to the project and negotiating new deliverables and dates, if necessary.
- Attend (by conference call, if appropriate) required customer project review meetings to ensure clear communication of milestones, dependencies and objectives / deliverables.
- Monitor project progress and highlight variance against project baseline.
- Ensure that all appropriate stakeholders are updated regularly on projects, planned completions, risks and capacity planning. Ensure that the Customer Service and Support Manager is updated weekly on active projects, planned completions, risks and capacity planning.
- To represent Jontek/Legrand professionally during meetings or visits with internal or external customers and contacts.

Package / Benefits:

- Permanent, Full-time (Monday – Friday, 08:30 – 16:30)
- Competitive salary, working in a critical care sector where we make a difference
- KPI Bonus scheme (after 12 months)
- Company Car, Laptop, Mobile Phone
- Holidays – 25 days/year + bank holidays
- Other Benefits: Employee Assistance Programme through EIC, Life Assurance Cover (lump sum of up to 3 x annual salary) , Bike to Work Loan up to £1,200 loan, Staff Sales, Eyecare Vouchers (VDU), Flu Vaccination, Healthcare Services (24/7 GP service, mental health support, wellbeing services) with AIG Smart Health, Hotel and Car hiring discounts, Holiday purchase up to 3 days, online training through in-house and external training platforms, Long Service Awards, Enhance Maternity (14 weeks @ full basic pay + SMP) and Paternity Scheme (1 week @ full basic pay + SPP), Occupational Sick Pay (up to 20 days @ full basic pay rate followed by 60 days @ half pay).