

Project Manager Role Description

Job Overview

CGA are a leading customer experience consultancy. We pride ourselves on helping our clients truly understand their customers, market position and competitive opportunity. We create actionable insights which we translate into effective and achievable change plans that put customers at the heart of our clients' businesses, today, tomorrow and into the future. We ready their business strategically, physically and emotionally to optimise customer value and transform employee productivity.

Project Managers play a critical role in the successful delivery of programmes for our clients. They support our Customer Experience practitioners in managing the project to scope, time and budget to ensure we deliver to the best of our ability and meet, or exceed, our client expectations.

The project manager is responsible for day-to-day management of projects and must be competent in managing the six aspects of a project, i.e. scope, schedule, finance, risk, quality and resources. Project Managers may be required to run one or multiple projects at any one time.

Responsibilities

- creating clear and attainable project objectives
- working with the project lead to predict resources needed to reach objectives and manage resources in an effective and efficient manner including managing resource plans and tracking planned to actual time
- looking at the risks involved in a particular project and managing these risks in particular in relation to budget and delivery timeframes
- making sure the work is done to the right standard including document quality checks
- motivating the team of people involved in the project
- co-ordinating work done by different people
- co-ordinating all project related meetings i.e. scrum calls, steerco meetings, kick-off sessions
- creating and drafting key programme deliverables
- managing contracts with associates, vendors, and suppliers by assigning tasks and communicating expected deliverables
- supporting the core team by providing assistance and input into key programme tasks

- making sure the project is run on time and to budget
- dealing with changes to the project as and when necessary
- making sure the project delivers the expected outcomes and benefits
- managing the client relationship, i.e. forming close links with the client sponsors in order to ensure client satisfaction
- managing the project team to enable them to organise their work to meet the project constraints i.e. effective briefing and direction
- closing the project; delivering the final report/presentation to the client and obtaining client feedback

Qualifications and experience

CGA are a small but rapidly growing business and are looking for someone to join the team who has a can-do attitude and is a true team player. Project Management qualifications are desirable but not essential. It is more important to be able to demonstrate a track record of managing both internal and client needs and bringing programmes to a satisfactory conclusion, whatever that might take. The ability to take ownership of issues and act proactively to ensure the client has a great experience at all times are critical to this role.

The successful candidate will demonstrate

- Strong organisational skills
- Demonstrable interpersonal skills
- The ability to manage and motivate others to deliver
- Strong analytical skills
- Proven ability to solve problems creatively
- Proven ability to complete projects to scope, budget and timeline and work well under pressure and to deadlines
- Resourcefulness and proactivity
- An ability to work as part of a team and on own initiative
- IT skills across Office 365 including Teams
- Readiness to challenge the norm, for the benefit of the client
- Second language desirable

CGA operate a flexible working environment and so are willing to consider full or part-time applications for this role, and candidates who can either work from home or are office-based. If you are interested in applying, please send your CV with working hours and salary expectations to us by email at

info@cgaexperience.com