

JOB DESCRIPTION

JOB TITLE:	Project Manager
DEPARTMENT:	Project Management, Service & Operations
REPORTS TO (JOB TITLE):	Team Manager, Project Management
DIRECT REPORTS:	None

BRIEF SUMMARY OF THE OVERALL REQUIREMENTS OF THE ROLE:	Customer facing project manager to work along side the delivery implementation Team to roll out customer and internal projects, in line with financial and time deadlines.
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KEY RESPONSIBILITIES:	<p>Lead complex delivery projects, possibly scanning multiple countries & involving Several client locations and potentially multiple sub-contractors and suppliers.</p> <p>Produce often with minimum support, key documents specific to the individual customer, project mandate, project initiation document, customer welcome pack, project plan, issue log, risk log, service guide and end of project report.</p> <p>Check, measure, review project process, adjust project plans and inform all Relevant parties.</p> <p>Follow Viatel project management methodology using appropriate project Management tools and processes.</p> <p>Ensure customer acceptance of the project and high quality billing process.</p> <p>Ensure project is handed over with completed paperwork to the service Management team.</p> <p>Develop and maintain strong customer relationships in support of mutual Business relationships.</p> <p>Realise high levels of customer satisfaction.</p> <p>Ensure project profitability in line with quality requirements.</p> <p>Produce weekly management reports on project status, highlighting any red flags.</p> <p>Delivery of on-net and off-net circuits in UK and Europe.</p>
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PERSON SPECIFICATION:	<p>Ability to multi task and prioritise workload</p> <p>Ability to work on own initiative</p> <p>Problem solver</p> <p>Team player</p> <p>Excellent verbal and written communication skills</p> <p>Ability to manage a virtual team</p>
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SKILLS REQUIREMENTS:	
Essential	Desirable
Experience in delivering access connectivity products I.e. – ADSL, SDSL, leased lines	Experience in delivering customer VOIP solutions
Experience in delivering customer connectivity Projects involving MPLS, IP SEC	Experience in delivering customer projects involving SDH, DWDM transmission and dark fibre

EXPERIENCE REQUIREMENTS:	
Essential	Desirable
Customer facing project management role	+5 years project management experience gained within A networking environment

EDUCATION/QUALIFICATIONS:	
Essential	Desirable
	Project management certification from a recognised Industry standard (PRINCE2 preferred)