# Senior Project Manager

**Prepared by:**

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# 1. Job Description

## 1.1    Role Profile (The purpose of the role)

Cirrus was founded in 2011 and is an award-winning provider of omni-channel cloud Contact Centre Solutions (CCaaS).  Modern technology and a team of Contact Centre and IPT environment experts provides a recipe for business transformational success.

Cirrus solutions combines best in class voice, SMS, chat, email and social media. With a true cloud infrastructure, Cirrus operates on a real-time basis with unlimited scalability and the highest level of resilience and security. Cirrus solutions activate the workforce, empowers businesses and call centres and informs business leaders to drive exceptional results and customer experiences.

As Senior Project Manager you will report to the Head of Professional Services; you will be responsible for leading on customer implementation projects, ensuring the efficient delivery of Cirrus Solutions to new customers who are introduced through our Channel Partner Network, as well as new products to our existing base.

You will use your second-to-none communication skills to effectively manage the various stakeholders and resources across multiple programmes, working closely with other teams within the organisation with a strong focus on key metrics.  You will be an enabler, researching and implementing new in-house tools and processes ensuring adoption and consistent approach across the team.

## 1.2    Responsibilities of the Role

- Lead on the handover of projects from solutions sales to the delivery team – accountable for gatekeeping sales to ensure consistency into the delivery team.
- Chair all project meetings, including kick-off, technical workshops, project go-lives and post-live reviews.
- Maintain all project documentation ensuring all deliverables are captured and communicated.
- Manage internal and external resource throughout the lifecycle of projects with a strong focus on key metrics.
- Proactively identify and manage risk, implementing mitigation strategies and escalating as appropriate.
- Where applicable, attend customer sites to ensure project go-lives are completed smoothly.
- Focus on and develop the relationship with Channel Partners, chairing lessons learned and training / upskilling sessions.
- Take ownership of the Implementation Ticket Queue, managing suppliers on triaging of bugs and fixes and feeding back results into the business.
- Lead the escalation process, from customer / partner engagement to establishing and recording lessons learned and root cause analysis.  Provide documentation and feedback to business stakeholders.

- Plan resource, track capacity and monitor overall spend on deployments – communicate overage to relevant departments; solutions sales / SLT to iteratively improve commercial model for professional services pricing.
- Research and implement appropriate project management tools and resources.  Responsible for embedding these within the team and ensuring adoption, creating a uniform approach to delivery.
- Continually looking to improve documentation and evolve processes

## 1.3    Experience & Skills

- Working knowledge of Microsoft Project, Excel, Word, power point presentations and Outlook
- Formal training such as PRINCE2, PMP, AGILE, ITIL
- Understanding of current project management IT solutions / tools
- Extensive experience in delivering complex telephony, contact centre, cloud and data solutions
- 3-5 years managing telecoms deployments for multiple customers
- Excellent understanding of Channel Partnership models
- Strong understanding of how to interpret contract terms & conditions
- Demonstrable experience of managing programmes through to completion within budget
- You must be able to multi-task, be proactive and have the ability to troubleshoot issues logically
- Strong presentation skills to groups of all sizes

## 1.4    Security Protocol

- As part of this role, you may be required to go through enhanced background checks. It will be essential for you to co-operate fully with the application process to obtain future DBS or other background checks, as and when required.
- The company is required by law and other regulations to comply with data protection and confidentiality and best practice information security governance.
- It is therefore your responsibility to always maintain Company and client confidentiality. You must not disclose any secrets or other information of a confidential nature relating to the Company or its business, or in respect of any obligation of confidence which the Company owes to any third party, during or after your employment except in the proper course of your employment or as required by law.
- It is your responsibility to understand our Information Security policy in full and to implement any further developments as required.
- It is your responsibility to observe and be compliant with all additional regulations in the Employee handbook.