Project Manager

The Role

We are looking for a proactive and motivated Project Manager to join our growing implementation team. You will be involved in a wide range of projects, both internal and external, including the implementation of software for new customers, system and data migrations, system upgrades, the delivery of our services such as training courses, as well as internal projects such as internal system improvements, etc.

You will be responsible for overseeing and coordinating projects, contributing to project planning, preparing and maintaining documentation, reviewing contracts and financials, monitoring project activities, encouraging the active progression of those activities by both customers and colleagues, and evaluating the overall project.

Key Responsibilities

Project Planning: you will prepare detailed plans for new projects, collaborate with stakeholders (internally and externally), and secure and allocate resources. You will review deliverable timelines and communicate possible issues. You may also be required to conduct a feasibility analysis to ensure consistency with the customer's requirements.

Evaluate and Monitor Progress: you will start the evaluation process by establishing performance indicators during the planning phase. You will then monitor every step of the project regarding estimates, overall plans, and deliverable deadlines, alerting colleagues if the project is at risk of not progressing according to plan.

Project Management: you will be required to complete all operational aspects of the Project Management procedure based on the tailored and adopted processes reviewed and approved by the Programme Manager (selected when initiating every project). Possible tasks include coordinating with stakeholders and consultants, conducting internal meetings, producing and maintaining Job Tickets, reviewing finances, and streamlining the overall workflow with the primary aim of keeping the project on schedule.

You will be expected to keep all necessary project collateral up-to-date to ensure that the Project Register is accurate. You will frequently be asked to present the status of the Projects you manage, including an objective RAG analysis on KPIs. The Project Team, including some senior internal stakeholders, will scrutinise these.

Create Documentation: you will be responsible for creating and maintaining project documentation, including but not limited to: schedules, resource plans, RAID Logs, meeting agendas and meeting minutes. You must also prepare presentations and regular status reports, serving as the primary source of information about a project to internal and external teams.

Key Skills

The successful applicant will be highly organised with first-class communication skills. You must champion the project objectives vigorously and goals, take a diplomatic approach to challenges from various stakeholders as they arise, and respond positively to meet requirements.

Organisation skills: this role involves juggling multiple tasks and even multiple projects. To keep everything running seamlessly, you should be highly organised and manage your time well. You must be able to identify the priority tasks, making sure that these are given attention when needed.

Communication skills: you will collaborate at all levels, working with team members, senior management, and business owners to move projects forward. This requires excellent written and verbal communication skills.

Project management: you will be responsible for directing a project's day-to-day tasks, so previous management experience is advantageous.

Project Methodology: the Projects Team and Account Managers are qualified in Prince2, a standard methodology our customers sometimes ask us to adopt. However, our approach is based on a variety of formal methods which we have tailored to suit our needs. We will provide training as required but will also be keen to learn from your ideas and experience to help us grow and improve.

Data analysis: you must be comfortable using software programs to process data and interpret the results through critical thinking. We predominantly use MS Project, Salesforce and Excel to manage our work, and Power BI is being introduced to assist with reporting. Knowledge of these would be advantageous but not essential. Training will be provided.

Business knowledge: you will play a critical role in the team, and take part in setting the team's direction, so you should have a solid understanding of business and operational fundamentals. Previous experience delivering software projects will be an advantage.

Technical knowledge: Symology is a software company that delivers IT services and solutions, which means that many of our projects are technical. It will be important that you can understand technical subjects and interact with stakeholders from a technical background. Good, hands-on technical knowledge and experience would be advantageous.

The Company

Symology is a well-established computer software and services company, specialising in the development and supply of Street Works and Highways Asset Management systems to local government and utility services sectors. The Company has an unrivalled reputation for delivery of quality products and services, and a history of approaching forty years of ethical business practices and consistent profitability.

In 2014 the company became an employee-owned company. The controlling majority shareholder of Symology is a trust in which all employees have an equal share. This means that

every employee of the company becomes a co-owner of the company with certain ownership benefits and responsibilities.

The future offers very exciting opportunities, with an ever-changing national environment creating new demands for the software and services. The Company is currently launching a brand-new web-based product that has been developed over recent years and will provide unrivalled facilities in the marketplace.

Our Software

Symology provide a single-source software product, delivered as a cloud service, with sophisticated customisation facilities. Our software is very wide in scope, covering areas related to highway assets such as works management, work planning and co-ordination, quality and safety inspections, customer service management, routine maintenance, contract and contractor management, financial control, surveys and capital projects, life-cycle projections, etc. with associated GIS functionality for all areas, and including mobile apps, interfaces, dashboards and extensive report options.