



Software Solutions Project Manager

Office Attendance: Hybrid – 1 Day per week Office Attendance (Wednesday)

Location: Positions available in Sheffield, Warrington and Dunstable

Department: Project Team

Reports To: Programme Manager

Employment Type: 12 Month Fixed-Term Contract or Permanent Opportunity available

Role Overview

Symology is seeking an experienced Project Manager to lead the successful delivery of software implementation, development and change projects for our customers.

The Project Manager will be responsible for managing projects throughout the full lifecycle, ensuring delivery to agreed scope, quality, timescales and budget. Working closely with customers, internal teams and third-party suppliers, the role coordinates resources, manages risks and dependencies, and ensures projects deliver their intended business outcomes.

A key aspect of the role is the ability to lead delivery teams through influence rather than direct management authority, bringing together individuals from multiple disciplines to achieve successful customer outcomes.

Key Responsibilities

Project Delivery

- Manage the end-to-end delivery of software implementation, development, consultancy and change projects.
- Develop and maintain project plans, schedules, budgets and resource forecasts.
- Define project scope, objectives, deliverables and acceptance criteria.
- Monitor project progress and proactively manage risks, issues, dependencies and change requests.
- Ensure delivery in line with contractual commitments and internal governance requirements.
- Facilitate project initiation, planning, execution, monitoring and closure activities.

Customer Engagement

- Act as the primary point of contact throughout project delivery.
- Build and maintain trusted relationships with customer stakeholders.
- Manage expectations through regular communication and reporting.
- Chair project meetings, reviews, workshops and steering groups.
- Maintain a high level of customer satisfaction throughout the project lifecycle.

Collaboration and Resource Coordination

- Work closely with Professional Services, Product Management, Support, Development and Account Management teams.
- Coordinate resources to meet delivery objectives.
- Translate technical concepts into clear business-focused communications.
- Support solution planning and delivery activities.
- Ensure effective collaboration across all project stakeholders.

Commercial, Quality and Governance

- Monitor project budgets, profitability and utilisation.
- Support change control, project scoping and contractual compliance.
- Maintain project documentation, RAID logs and governance records.
- Conduct lessons learned reviews and identify opportunities for continuous improvement.

Team Leadership and Collaboration

The Project Manager coordinates cross-functional project teams, many of whom are peers rather than direct reports. Success in the role requires the ability to influence, motivate and align individuals with differing priorities towards shared delivery objectives.

Key responsibilities include:

- Building collaborative relationships across departments.
- Managing competing priorities constructively and professionally.
- Maintaining calm and effective leadership during periods of pressure or customer escalation.
- Encouraging accountability without relying on formal line-management authority.
- Facilitating solution-focused discussions that drive progress.
- Resolving conflict diplomatically whilst preserving positive working relationships.
- Balancing customer expectations with operational realities.
- Escalating issues appropriately whilst maintaining trust and credibility.

Essential Skills and Experience

- Proven experience delivering software development, implementation or digital transformation projects.
- Experience managing multiple concurrent projects and competing priorities.
- Strong stakeholder and customer management skills.
- Commercial awareness, including budget and resource management.
- Experience maintaining project plans, status reports, RAID logs and governance documentation.
- Excellent written and verbal communication skills.

Desirable Skills and Qualifications

- PRINCE2 Practitioner, AgilePM, PMP, APM PMQ or equivalent.
- Experience delivering SaaS, cloud-based or enterprise software solutions.
- Knowledge of Agile, Scrum, Waterfall and hybrid delivery methodologies.
- Experience working within a software development or professional services environment.
- Familiarity with release management processes.
- Knowledge of our Market area, customers and the operational challenges.

Personal Attributes

- Highly organised with excellent attention to detail.
- Strong leadership and influencing skills.
- Customer-focused and commercially aware.
- Proactive and solution-oriented.
- Resilient under pressure.
- Collaborative and relationship-driven.
- Credible, diplomatic and professional in approach.

Success Criteria

A successful Project Manager will:

- Lead through influence rather than authority.
- Build consensus across teams with competing priorities.
- Remain calm, objective and professional when dealing with challenging situations.
- Use diplomacy and emotional intelligence to navigate disagreement and conflict.
- Adapt communication style to different audiences and stakeholders.
- Foster a culture of collaboration, accountability and mutual respect.
- Maintain productive working relationships across departments.
- Resolve conflict without damaging trust or engagement.
- Successfully coordinate delivery resources without direct line-management authority.
- Create a calm, solution-focused environment during periods of pressure or escalation.
- Consistently receive positive feedback from customers and internal stakeholders regarding professionalism, communication and collaboration.

Key Performance Indicators

- Projects delivered on time and within budget.
- Achievement of agreed project milestones and contractual deliverables.
- Customer satisfaction and retention.
- Effective management of project risks and issues.
- Project profitability and utilisation targets.
- Quality of project governance and reporting.
- Successful adoption and delivery of customer solutions.

The Company

Symology is a well-established computer software and services company specialising in developing and supplying Street Works and Highways Asset Management systems to local government and utility services sectors. With a history of over thirty-five years of ethical business practices and consistent profitability, the company has an unrivalled reputation for delivering quality products and services.

In 2014 the company became an employee-owned company. The controlling majority shareholder of Symology is the Employee Ownership Trust, of which all employees are beneficiaries. This means that every employee becomes a co-owner of the company with certain ownership benefits and responsibilities.

In 2020 Symology successfully launched a brand-new, award-winning, web-based product family, which provides unrivalled facilities in the marketplace. The future offers exciting growth opportunities, with an ever-changing national environment creating new demands for our software and services.