

Manager Project Office UK/IE

Office location: Leeds, UK

JOB DESCRIPTION

Do you have a passion for efficiency through IT solutions, with a detail-oriented way of working? Do you have a willingness to interact with stakeholders at all levels, through various channels such as face to face, telephone, email?

In this role as Manager Project Office you will be responsible for the Project Office and Implementation team. You are a team manager and you have significant relevant experience in project management. You can coach your team members in their job and help them on a high and senior level.

You will work closely with the Service Team, Product Management, as well as our customer base to deliver high quality bespoke solutions to increase efficiency, reduce costs, and improve patient care. You will have the opportunity to consult, find the right solutions, and also feedback on the future direction of our products.

You have direct customer contact on a senior level for our most important and most valuable customers in the NHS and HSE. You have a high commercial awareness and you bring a good balance to the team, working together with the Sales and Account Management team.

The role involves the following duties

The purpose of the role is to proactively manage the team and to deliver projects and excellent consultation to our existing customer base across the UK and Ireland to ensure that they are continuing to use the solution effectively, and to its full potential, and also identify areas where new functionality may add further value.

- Manage the team of Project Managers and Application Consultants
- Motivate and coach the people in your team and enable them to grow in their role
- Keep evolving in your role and the role of your team within the organisation, find best practices, new techniques and methodologies to improve the performance of the team
- Overarching view of the projects and intervene in time when necessary, to protect the interests of our customers and our organisation
- Work closely together with the Sales Team, Service Team, Product Management Team to eventually deliver the best viable solution to the customer
- Keep track of the profitability of projects and effectively improve financial performance
- Occasionally manage a project of existing and new projects across UK and Ireland as and when required.

ESSENTIAL SKILLS

- Team and people management
- Stakeholder management
- Representing our customers interests
- Change management
- Project management (planning, budgeting, risk, etc.)
- Risk management techniques
- Ensuring quality standards are met
- Customer facing with excellent communication skills
- Strong leadership skills
- Experience of working in a multi-stakeholder environment
- Experience of supporting customers through consultation and floorwalking.

DESIRABLE SKILLS

- Previous experience gained within **the medical sector** would be highly advantageous
- Previous experience with the implementation of software solutions
- Previous experience with digital dictation and speech recognition technologies.

ESSENTIAL QUALIFICATIONS/EXPERIENCE

- Bachelor's or master's degree
- Project management methodology
- Managing a team delivering software solutions
- Full EU driving licence and an own car as travel across Ireland and the UK is a requirement.

The role will be office based, with travel to other company offices and customer sites, as and when needed.
Must have no issues to fly, as travel across Europe (UK, Ireland, Benelux mainly) is required.

If you want to learn more about this vacancy, please get in touch with Bas Jansen, COO, 0031 295 2877.
Please send your covering letter to b.jansen@g2speech.com if you want to apply for this function.