

Project Manager UK/IE

About G2 Speech

G2 Speech delivers speech recognition, clinical correspondence and workflow solutions for healthcare organisations. Our Project Office works with NHS and HSE stakeholders, customer IT teams, clinical users, internal specialists and third-party suppliers to implement solutions that support efficient, high-quality clinical documentation.

The opportunity

As Project Manager, you will lead a portfolio of customer implementation and change projects across the UK and Ireland. You will be accountable for planning, governance, stakeholder communication, coordination of people and suppliers, and the controlled transition of solutions into operational support.

Purpose of the role Deliver agreed project outcomes safely, professionally and commercially, while creating a positive customer experience and a clear handover into service.

Key responsibilities

Project delivery and governance

- Create, agree and maintain Statements of Work, project plans, schedules, governance arrangements, delivery milestones and supporting documentation.
- Lead customer projects from sales handover and mobilisation through implementation, go-live, closure and transition to support.
- Manage scope, dependencies, risks, assumptions, issues, decisions and changes, escalating promptly where required.
- Coordinate internal resources and third-party suppliers to deliver agreed outcomes within defined timelines, scope and cost.
- Run effective project meetings, maintain accurate records and provide clear progress reporting to internal and external stakeholders.
- Maintain delivery quality and ensure project documentation is complete, current and accessible to the implementation team.

Customer and stakeholder management

- Build trusted working relationships with customer sponsors, project leads, IT teams, clinical stakeholders, end users and delivery partners.
- Set and manage expectations through clear, concise and timely communication.
- Provide practical advice on implementation planning, adoption, workflow change and readiness for go-live.
- Identify challenges in customer or implementation processes and recommend improvements.
- Protect customer outcomes and G2 Speech interests by ensuring decisions, responsibilities and acceptance criteria are understood.

Commercial and operational control

- Monitor project effort, timesheets, budget position, forecast demand and resource requirements.
- Support accurate capacity planning by maintaining realistic schedules and highlighting resource conflicts early.
- Control project changes so that their impact on scope, cost, timing, quality and resources is visible and agreed.
- Close projects in a controlled manner, confirm outstanding actions and lessons learned, and complete the handover to support.
- Contribute to common Project Office standards, templates, processes and continuous improvement.

Collaboration

- Work closely with Application Consultants, Training Consultants, Technical teams, Service Desk, Customer Success, Sales and Product Management.
- Support effective handovers between Sales, Project Delivery and Service.
- Share knowledge, lessons learned and reusable approaches across the Project Office.
- Participate actively in team planning, project reviews and internal coordination.

Information security and data protection

Follow all applicable G2 Speech policies and approved procedures for information security, privacy and data handling. Use access rights responsibly, process information only for authorised business purposes, protect confidential information and cooperate with required controls, audits and access reviews.

What success looks like

- Projects have clear scope, ownership, governance, plans and acceptance criteria.
- Risks and issues are visible, actively managed and escalated at the right time.
- Customers receive consistent communication and understand what is required for delivery.
- Go-lives and handovers are planned, controlled and supported by complete documentation.
- Project performance, resource demand and commercial position are transparent.
- Lessons learned result in practical improvements to delivery methods and customer experience.

Experience and qualifications

Essential

- Demonstrable experience managing multiple customer-facing technology, implementation or change projects.
- Experience creating and controlling project plans, schedules, governance documentation and status reporting.
- Ability to manage scope, risk, issues, dependencies, changes, resources and third-party contributions.
- Strong written and verbal communication, with confidence working with senior stakeholders and technical teams.
- Excellent organisation, prioritisation, analytical thinking and attention to detail.
- Competence using Microsoft 365 applications and project planning tools.
- Ability and willingness to travel across the UK and Ireland when required.
- Legal right to work in the location of employment.

Desirable

- PRINCE2, APM, PMI or another recognised project management qualification.
- Experience delivering healthcare technology projects for NHS, HSE or comparable healthcare organisations.
- Experience of clinical workflows, speech recognition, digital dictation, clinical correspondence or related health technology.
- Experience with benefits realisation, adoption planning, service transition or process improvement.
- A relevant bachelor's or master's degree, or equivalent professional experience.

Core competencies

Competency	What it means in this role
Results and quality	Sets clear outcomes, maintains standards and follows through to completion.
Collaboration	Shares information, supports colleagues and brings the right people together.
Customer focus	Understands customer needs while maintaining clear scope and delivery controls.
Communication	Explains complex information clearly, directly and appropriately for the audience.
Judgement and analysis	Uses evidence, separates key issues from detail and makes balanced decisions.
Ownership and impact	Acts proactively, builds confidence and takes responsibility for outcomes.
Flexibility	Adapts to changing priorities while keeping delivery controlled and transparent.
Commercial awareness	Understands the relationship between customer value, effort, cost and delivery decisions.

Working at G2 Speech

You will join a collaborative Project Office where practical delivery experience, continuous improvement and customer outcomes are valued. The role provides broad exposure to healthcare technology implementations and the opportunity to shape consistent, effective ways of working across the UK and Ireland.

Application information

To apply, please submit a current CV and a covering letter outlining your relevant project delivery experience. Employment will be subject to G2 Speech's standard recruitment, reference and right-to-work checks.

G2 Speech is committed to fair and inclusive recruitment. Selection decisions should be based on the requirements of the role, relevant experience and demonstrated capability.