

Are you the cream of the crop when it comes to managing digital projects? Can you delight your clients and motivate teams to deliver amazing results on time, and within budget?

If you relish the challenge of an exciting role within a rapidly growing global business where no two days are the same, then this could be the perfect role for you!

As a Project Manager, you feel at home with managing projects of all different shapes and sizes, across various industries. The thrill of getting all your ducks in a row to get projects over the line, whilst bringing everyone along with you for the ride is what gets you out of bed each day.

You're personable yet highly professional, a great communicator with a proven ability to build and maintain strong client relationships. You understand that the client is king and you'll pull out all the stops to make sure things run smoothly and that we're delivering seriously creative solutions.

With an attractive salary and benefits package, plus the opportunity to work remotely and travel internationally, your desire to learn and progress will be rewarded with opportunities for personal growth, supported by training and mentoring to refine your already strong and focused skills.

Where you'll create impact

- Build and nurture strong client relationships, identifying opportunities for future work with clients to support overall business growth.
- Inspire, motivate and collaborate with internal teams and external suppliers to ensure the successful delivery of high-quality projects, on time and within budget.
- Juggle a variety of complex projects, navigating any hurdles with a positive attitude to keep things on track.

In this role you will:

- Ensure that customers and colleagues have a great experience of the TTRO project management office
- Focus on commercial aspects, meeting or exceeding revenue and profitability targets whilst meeting programme objectives, maintaining schedules and levels of quality
- Ensuring that all processes are followed and activities are carried out in line with our standard operating procedures
- In conjunction with the project leads, manage the collaboration of the project team to develop high quality solutions that are fit for purpose and delivered within budget and client timelines

- Take responsibility for the creation of essential project documentation, such as the Project Initiation Document, Weekly Status Reports, the Project Schedule and financial reports, and facilitate the creation of any other essential documentation
- Provide regular written reports to the customer on progress, risks, milestones and invoicing status, and maintain regular contact
- Maintain all systems related to project governance and financial control in a timely and accurate manner
- Collaborate with Functional Managers to identify the ideal project team leads and other project team members
- Ensure that all financial reporting is completed accurately and on time
- Work with other client services members to contribute to account development plans
- Where applicable, identify upselling and cross-selling opportunities within your accounts and across TTRO

Knowledge & experience

- Project Management experience in the e-learning/digital learning space.
- Project management methodologies - understanding when Waterfall, Agile or another methodology is the best approach; being able to confidently and successfully apply a model, even when other team members are unfamiliar with it; and being able to mix and match, to come up with the best process for the client.
- Client management – managing client expectations in terms of delivery, impact of client delays.
- Financial concepts - knowing the difference between mark-up and margin, profit and revenue, work effort and duration, billing and invoicing and everything in between.
- Tools - a PM doesn't need to know how to use the authoring tools that TTRO uses, but it is important to know what they are, what they can do, their relative strengths and weaknesses, and why costs differ across the tools.
- Technologies - as with tools, PMs need to know the details of the different technologies so they can talk with confidence and therefore effectively sell them, whether it's the difference between HTML vs Flash, iOS vs Android, adaptive vs responsive, or Chrome vs Internet Explorer.
- Microsoft 365 - knowing how we use Microsoft's suite of productivity tools and being confident using them is important.
- Microsoft Office - similarly, you need a good working knowledge of Word, Excel, and PowerPoint.
- Project Management tools – we use a number to tools, and although you don't need to know the tools, with a bit of support you should be able to navigate your way through the project management tools and manage your requirements in line with expectations

- Resource planning - it's important that you have a good understanding of how to effectively plan resources

Skills

- Managing scope, budget, and schedule
- Leading teams
- Resourcing, planning and scheduling
- Communicating
- Managing documentation
- Managing risks
- Negotiating
- Managing process
- Time management
- Leading meetings