

JOB DESCRIPTION

Delivery Manager



As Delivery Manager you will manage one or more small to medium sized customer or internal projects. You will be adept at delivering complex CRM or digital projects, breaking down barriers for your team and planning both, at a higher level, and getting into the detail to make things happen when needed.

You will be defining project needs and feeding these into the resource planning process which will enable resources to be appropriately allocated. You will be core to decisions that build high performing teams, ensuring we are meeting and exceeding customer expectations.

Our Delivery Managers leverage Workbooks' delivery methodology to successfully navigate a CRM deployment, managing the full systems development lifecycle from requirements gathering through configuration and data migration, testing and Go-Live. Delivery Managers must leverage their management and leadership capabilities to successfully deliver projects, proactively identify and manage risks, resolve issues and escalate where appropriate to drive projects to successful completion, while exceeding customer expectations.

Main Responsibilities:

- Deliver projects, products, and internal initiatives.
- Lead collaborative, dynamic planning efforts - prioritising work that needs to be done against the capacity and capability of the team.
- Actively participating in team meetings, sharing and re-applying skills and knowledge and bringing in best practice.
- Help our customers to clearly define their requirements through needs analysis and business process reviews.
- Track and manage all aspects of project delivery and solution delivery.
- Oversee configuration, delivery, testing, training and ultimately client acceptance of Workbooks' solutions.
- Manage the project deliverables to ensure that they remain in scope of the statement of work, and where deliverables fall out of scope to use the agreed change control procedures.
- Escalate issues to appropriate levels of management within Workbooks and the client.
- Establish and maintain a project repository and all associated documentation and deliverables
- Provide project status updates to Consultants and help manage clients' expectations as projects evolve.
- Assist Engagement Manager with billing.
- Liaising with customers on invoicing.
- Monitor on-site and remote day-to-day activities between the clients and Workbooks personnel.
- Interact with Marketing, Sales, Engineering, Support, implementation partners and Professional Services colleagues to ensure continuity and alignment between the organizations on any client project.

- Maintain a reasonable familiarity with the markets that Workbooks services and knowledge of the Workbooks functionality and service offerings. Hands-on configuration and demonstrations to clients may be involved.
- Develop best practices, reusable toolkits and templates for efficient and effective project delivery
- Ensure all time and expenses are submitted in accordance with Workbooks policies.
- Perform additional duties as reasonably requested by your Manager.
- 25 to 30% travel to client site.

Qualifications / Experience:

- Proven experience in delivering CRM, SAAS, or digital projects and products.
- Proven experience using a range of agile and Waterfall project management methods.
- Proven experience balancing multiple priorities and dealing with ambiguity.
- Experience in matrix-managing multi-disciplinary teams.