## Job Title: Project Manager / Producer

Established in 2011, Smartdesc is a successful and rapidly growing Managed Service Provider (MSP) providing high quality IT services, support, strategy and project & programme management to a wide portfolio of clients.

Our focus is transparency and we work just as hard on building relationships as we do on providing IT solutions. Our highly experienced team of IT professionals and experts believe that technology should bring organisations closer together.

We firmly believe that managed properly, IT can transform an organisation by enabling;
- Effective Communication
- Cost control and efficiency
- Insight and Innovation
- Smart and productive working practices
- Secure, compliant and resilient systems

**About the role**

One of our key accounts requires a Project Manager (Producer) to oversee delivery of enhancements, features and upgrades across their eCommerce platform covering Europe, the Middle East and Africa (EMEA).

The role will be based in Hampshire and will be supported by other Smartdesc colleagues on site, such as the Lead Features Producer, to ensure the highest standard of service to the client.

**Summary**

The role will be responsible for the project coordination and delivery of projects ("features") to the ecommerce and digital platform across the EMEA region. Working with Global, Regional, Affiliate business and technical teams to ensure projects are successfully launched on time and meet business objectives.

**Responsibilities**

- Manage and coordinate stakeholders, development and QA teams to deliver new features and enhancements to eCommerce sites
- Status reporting on a weekly, Monthly and Quarterly basis of all active projects
- Deliver to existing project delivery processes and standards
- Work with stakeholders and subject matter experts to produce project briefs, prioritized requirements and estimates to kick off projects
- Track risks & opportunities and provide both an effective point of escalation, and onward escalation
- Perform hands-on project management. Leading projects from ideation, to scoping, to planning and execution
- Build and maintain detailed project schedules

- Manage and triage bugs during the QA phase
- Produce and maintain project RAID logs
- Track and report on resourcing and budget spend
- Coordinate regularly with Global, Operations, Brand and Deployment Teams - to ensure EMEA team coordination with Global dependency deliverables.
- Help communicate the pipeline and ensure project schedule changes are managed through change management process to all stakeholders and teams

**Team Management**

- Direct and matrix management of a project team of developers, testers and business stakeholders based on and off shore
- Manage and provide reporting on time spent across project and production tasks
- Ensure holiday bookings within the team are aligned with project plans. Work with line managers to ensure appropriate planning and visibility
- Delegate effectively to manage workload and prioritization
- Run regular project meetings. Ensure clear best practise in all meetings, with stated objectives, agendas. Ensure minutes are always taken listing key decisions made. Ensure room bookings are made / conference details are arranged
- Understand key issues and perspectives to deliver viable options when challenged by barriers
- Understand business objectives and priorities to correctly deploy resources

**Skills**

- A strong background in web and eCommerce project delivery is a must
- Ability to coordinate project delivery, understand and manage resource plans & budgets
- Experience of risk analysis/mitigation strategies
- Experience working with distributed teams across multiple countries
- Outstanding communication skills and client facing professional attitude
- Strong interpersonal skills and people skills, both inside and outside of their company
- 'Can do' attitude to any situation with the ability to adapt and still maintain control and high level of client service skills
- Attention to detail and ability to think laterally under pressure
- Firm but fair approach to difficult situations
- Controlled and methodical working practices
- Ability to summarise and present complex technical information to business stakeholders
- Excellent time management and prioritization skills to manage high volume workload
- Natural innovator bringing fresh ideas, insights and creativity to improve as well as drive

**Advantageous but not essential**

- Previous roles in an IT/E-com Consultancy or Software Engineering capacity
- Capable proficiency using JIRA
- Portfolio, Project or Program Accreditation (e.g. MSP, PMP, MOP, AGILE etc.)
- Prince 2 qualification an advantage
- Experience in Agile and Kanban software project management methods
- Grounding and/or genuine interest in digital/online and e-commerce