



## **Project Manager**

### **Idox Software, Public Sector**

### **Home and Field Based**

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#### **About the role**

The role of an Idox Project Manager is to maximise predictable revenues by planning, executing, and finalising customer delivery projects according to deadlines and budgets. This includes acquiring resources and coordinating the efforts of team members and third-party contractors in order to deliver projects according to plan. In conjunction with the customer, the Project Manager will also agree the project's scope and objectives, and oversee quality control throughout its life cycle.

Idox project management requires dynamic, committed and resourceful individuals who enjoy demanding, fast-paced environments which demand effective prioritisation, excellent time-management and multi-tasking skills.

#### **Key Responsibilities:**

- Manage the delivery of multiple concurrent projects within a commercially aspirated framework
- Devise delivery strategies which maximise project revenues, minimise costs, to customer satisfaction
- Manage the full project life-cycle
- Agree with the customer the scope, deliverables and acceptance criteria for projects
- Obtain stakeholder buy in to project plans and programmes of change
- Plan and schedule project timelines and milestones using appropriate tools
- Develop and maintain MS project plans and associated project documentation
- Work with resource managers, other Idox departments and 3rd parties to identify and schedule project resources
- Supervise and motivate resources involved in project deliveries in a matrix-management structure to ensure quality and consistency
- Estimate and track project costs so as to complete implementations within acceptable budget tolerances
- Effectively and regularly communicate with internal and external project stakeholders
- Manage expectations with both the customer and company stakeholders
- Delegate tasks and responsibilities to appropriate personnel
- Identify and resolve issues and conflicts within projects
- Develop and deliver progress reports, proposals, requirements documentation, and presentations
- Ensure project acceptance criteria and invoicing milestones are understood and agreed by the customer throughout project life cycle
- Proactively manage project scope changes, identify and address issues, and devise contingency plans
- Identify and manage project risks, dependencies, deliverables and milestones along a critical path
- Ensure smooth transitions to business as usual at project completion
- Manage all financial aspects of the projects including customer invoicing
- Maintain an accurate 12 month invoice forecast across project portfolio
- Develop and maintain strong customer relationships through regular communication, on and off site
- Document and communicate project lessons to support a culture of constant learning and improvement.
- Subject to operational delivery needs, lead the delivery of Postal Vote Management System (PVMS) services on customer sites.

## To be successful, you'll need to bring:

- Experience of managing software projects in a commercial or public sector environment
- Ability to understand and clarify customer requirements, and effectively communicate between technical and non-technical personnel
- Strong commercial awareness
- Flexibility; respond to shifting priorities, demands and timelines
- Experience of working with Project Methodologies such as PRINCE2® (training can be given) or similar and experience of customising methodologies to meet needs
- Strong familiarity with project management software, such as Microsoft Project and MS Excel
- Experience of working both independently and in a team-oriented, collaborative environment
- Highly organised with an ability to manage time and execute tasks effectively within in a fast-moving high-pressure environment
- Ability to read communication styles of customers and other team members and contractors who come from a broad spectrum of disciplines
- Ability to elicit cooperation from different stakeholder types, including senior management, clients, and other departments
- Ability to resolve conflicts and address objections from customers and wider project teams
- Ability to negotiate and reach compromise to ensure project completion
- Excellent written and oral communication skills
- Ability to learn, understand, and apply new technologies
- Must be able to travel as required, including planned overnight stays.

## Additional desirable qualities:

- Understand principles of digital transformation and smart government, evolution in public services.
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## About Idox plc

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.600 staff located in the UK and worldwide, including Asia, Europe and North America. Idox has many offices across the UK and therefore travel will be required.

## The Benefits

This post commands a competitive salary depending upon experience, along with an excellent benefits package.

## How to apply



Applicants should submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why they feel they would be suited to this role to [Join.Us@idoxgroup.com](mailto:Join.Us@idoxgroup.com).

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

## Privacy Notice

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>