

Job Title:	IT Project Manager: Centre Technology UK
Location :	Flexible across UK

About IWG

We're changing the world of work. We believe that business success is underpinned by the effectiveness of its people. So we made it our mission to help millions of people have a great day at work – every day. With locations in practically every country, city, town and transport hub, and options ranging from an hour's coworking to multi-year office space leases, we enable people and businesses to work where, when and how they want.

Technology in IWG

We're focused on delivering seamless digital propositions which allow customers to instantly manage their requirements and position IWG as the "Digital First" workspace provider. As early adopters of the latest technologies - whether it be Artificial Intelligence, Office IoT, Data or Cloud Solutions - we create business value and are constantly striving to find new and improved ways to help our customers. Which is why we're always on the look-out for intelligent, energetic, self-motivated, and curious individuals. We want to bring about a global workspace revolution and want you to help.

<https://www.iwgplc.com/>

The role

The role is for a highly autonomous project manager who has experience of managing IT infrastructure projects using agile methodologies. The project manager is responsible for ensuring the delivery of centre technology programmes covering both our new centres and the upgrade of services to our existing centre network across the UK. This will therefore include scoping all projects, identifying resources and vendors to deliver, obtaining budget approval, and executing a clear project plan to deliver. This is a great opportunity for someone who thrives in transformational environments and who enjoys the opportunity to work and interact with senior business stakeholders.

What you'll need to succeed

We are ideally looking for someone with a history of managing technology infrastructure projects particularly those related to hardware, telephony, ISPs, etc, though tools or software implementation experience would also be advantageous. The person should possess a blend of functional and technical skills, as well as extensive previous exposure to working with vendors. This person should be confident taking the initiative and adopting a high level of autonomy and decision-making, as well as engaging at very senior levels within the organisation.

Role and responsibilities.

- Lead cross-functional delivery teams to manage the incoming IT projects pipeline and ensure are delivered on time, in budget and meet the IWG technical and quality standards
- Overall responsibility for planning, organising, directing, schedule/budget controlling and delivery of IT projects (global scale of significant complexity), prioritised in alignment with the business needs and client's expectations
- Template business as usual projects and ensure consistent delivery and output
- Monitor the delivery of IT services to New Centres to pre-agreed deadlines
- Manage the performance of outsourced partners to ensure projects are delivered on time and to scope
- Communicate to stakeholders, peers and project teams on project progress/ execution
- Liaise with stakeholders to troubleshoot and resolve issues and act as first point of escalation
- Propose, lead and execute the implementation of improvement initiatives (i.e. processes, tools, reporting, governance, etc)
- Responsible for successful execution of building and maintaining IT Network Infrastructure projects in the region:
 - Manage E2E project delivery within timelines and budget
 - Manage centre maintenance and run requirements to ensure centres continue to operate maintaining uptime and great customer experience
 - Oversee delivery of centre growth following the standards
 - Work with Cognizant Infra team to forecast and assign resources required to meet project deliverables
- Issue/risk management & escalation throughout the lifecycle of the project
- Incorporate global process changes
- Manage outsourcing of appropriate projects to ensure operational delivery
- Chair calls with regional preferred Suppliers to review/monitor delivery (IT vendors, ISP, etc)
- Manage IT stock. Maintain and support overview on assets in use and take actions on how to best redeploy them
- Create business cases/change requests for approval
- Apply and follow process documentation and best practices
- Analyse and present improvements of any kind (ops delivery, costs, reliability, revenue, etc)
- Turn Key delivery of any assigned global projects
- Regional Point of Contact for Finance and/or Operations

Qualifications /Skills / Experience

- Extensive IT and project / programme management experience
- Experience working within Technology delivery (preferred)
- Excellent English communications skills, both written and verbal
- Experience in setting-up new sites with required technology specifications (preferred)
- Experience leading teams to deliver world class outputs
- Strong educational background: BSc required (Business, Engineering, Computer Science or related), MSc or above preferred
- PMI, Prince 2 or similar Project Management certifications (preferred)

- Highly organised and analytical mind-set with a clear and consistent programme delivery method
- Experience and ability to view, design, improve and document end-to-end processes and the conviction to drive through change
- Experience of working in fast-paced and flexible environments, able to meet targets and deadlines and to adapt to changing goals with a can-do attitude
- Ability to handle multiple tasks/projects at the same time
- Ability to take decisions and work effectively in pressurised conditions
- Ability to work collaboratively. Proven ability to develop strong relationships with stakeholders both internally and externally
- Flexible working hours essential, working across global time zones and to deadlines