Experienced Project Manager, Idox Cloud

Land, Property, Public Protection

Home Based, with travel.

About the role

This is an exciting opportunity for someone with considerable project management and client service experience, who is a self-starting, committed and resourceful individual with initiative and a good eye for detail, who would like to develop and enrich their career path in professional services and client facing project management.

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 agree the project's scope and objectives, and oversee quality control throughout its life cycle.

We are hoping to find a versatile candidate with commercial and Local Authority experience, able to steer through mission critical projects, particularly for Idox Cloud solutions – you'll be expected to anchor your projects, for continuity, dependability and insight. You'll need to be able to produce Project Initiation Documents, project plans and to be able to oversee and support large scale data migrations, inspiring confidence in our customers.

Joining Idox as a Project Manager opens up opportunities to develop your skills and experience and work on a broad variety of projects, for the public and private sectors. Every project holds a different challenge – we are looking for someone capable of driving projects to completion within time and budget and able to enrich our customers experience whilst delivering for Idox. You'll have a buddy and have access to a mentor from day one and will have a benefits package designed to support your well-being and flexible working, as well as your professional development.

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

Idox. Do more.

- 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
- Adherance to Idox Information Security policies and protocols.

To be successful, you'll need to bring:

- Experience (5 years absolute minimum in core PM roles) of managing software projects in a commercial and/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:

- Familiarity with Idox product suites or close competitors' products
- Understand principles of cloud based solutions, digital transformation and smart government, evolution in public services
- Understand wider benefits of GIS software in local government solutions
- Easy access to main transport routes – able to reach mid-southern English counties without concern.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 660 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values

Dynamism	Responsibility	Integrity	Valued	Excellence
We shape our future	We are accountable for our actions	We do the right thing	We value each other	We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits

Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.

Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.

Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.

Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.

Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.

Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.

Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV and a short cover letter (maximum 500 words - including salary expectation, and current remuneration) explaining why you feel you would be suited to this role to **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.

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 our Recruitment Data Privacy Policy here: https://www.idoxgroup.com/policies