

Project Manager



Job Title

Project Manager

Department

Operations

Reporting to

Operations Director

The Role

Summary of Job Function

We are looking for an experienced Project Manager to oversee a variety of projects across our extensive customer base.

You will own multiple projects at any given time ensuring projects are delivered within scope, on time and communication to customers is provided including at key milestones, delays and any risks.

Reporting into the Operations Director, you will possess excellent communications skills with people at all levels and maintain a strong customer-focused approach. You must be equally passionate about the company and your role. Be proactive, forward thinking and able to hit the ground running.

Primary Responsibilities

Responsibility	Weighting (%)
Stakeholder management – clients, suppliers / vendors, internal teams	70%
Supporting documentation – PIDs, plans and project closure reports	20%
Internal / interdepartmental communication, resource planning	10%

Primary Responsibilities

- + Work to PMLC standards including customer project satisfaction at project completion
- + Plan and lead a team of engineers across multiple departments
- + Manage project to deliverables and constraints
- + Act as a point of contact for key customers during projects
- + Deliver projects within time frames specified at sign off stage
- + Actively engage with key stakeholders throughout the project lifecycle
- + Take ownership and drive solutions to project delays
- + Transition projects to Internal support services
- + Highlight risks and delays throughout the life of a project and agree solutions with stakeholders
- + Create project plans for all projects including updating internal tools required for effective project management ie. Project Management applications, resource management and sales order process management
- + Develop reports for customers, engineers, middle and top level management

Core Competencies

- + Experience as a Project Manager with a proven record of delivering projects to a high standard
- + A good understanding of project methodologies with an ability to select appropriate methodologies to projects
- + Thorough knowledge of IT products and services enabling explanation of technical concepts
- + Exceptional communication and stake holder management skills
- + Excellent report writing skills
- + Outstanding leadership and organizational skills
- + Creative approach to problem solving

Our Company

Wanstor delivers IT services that enable organisations to achieve their growth ambitions by transforming how they work. We help organisations become more productive, more profitable, and more agile, by empowering them with best-in class technologies and expert teams.

In our 18th year, the company has grown year on year and we now have a team of over 180 staff. We are Head Quartered in London Bridge, and have a hub office in Twickenham, as well as a large team of remote staff across the UK.

Our IT services span the full technology stack, from Infrastructure & Networking solutions to Digital and development. Wanstor provide a full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Our customers are some of the biggest brand names in the UK, and our consultants are some of the most skilled networking experts in the country. As a service centric organisation, we see people as our best competitive advantage as we strive to provide an unsurpassed service to our customers.

We expect a lot but at the same time are extremely supportive as we look to help realise each person's potential in building a successful career a Wanstor.

Commitment to Core Values

We align ourselves to a core set of values and behaviours.

- + **Customer Advocates:** Put customers at the heart of what you do, to consider their needs with every decision you make
- + **Proactive:** Leave things better than you found them. Drive change, don't just talk about it.
- + **Growth Mindset:** Learn on reflection, embrace change, and seek to continuously improve. Take opportunities to share knowledge with others
- + **Trust:** Do what is right, not what is easy. Instil confidence through proactive communication.
- + **Winning Teams:** Don't settle for average, inspire others with your ambition and enthusiasm.



Customer Advocates



Proactive



Growth Mindset



Trust



Winning Teams