

Project Manager

**Job Title**

Project Manager

Department

Operations

Reporting To

Manmit Rai

The Opportunity

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.

Role & 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, including Project Management applications, resource management and sales order process management
- + Develop reports for customers, engineers, middle and senior management

About You

The ideal candidate will be an excellent leader and will have experience in recruiting and managing technical staff from a variety of disciplines to produce results in a timely and efficient manner. They will also be able to develop efficient strategies and tactics.

- + 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
- + Excellent report writing skills
- + Outstanding leadership and organizational skills
- + Excellent communication skills
- + Excellent problem-solving ability + BSc / BA

Required Attributes

- + Proven experience of developing and nurturing long-standing partnerships with customers
- + Demonstrable experience of selling IT support services across Service Desk, WAN, Data Centre, Hosting and Networking
- + Excellent presentation, writing, communication, influencing, and negotiation skills
- + Superior time management and multi-tasking skills, and ability to thrive under pressure
- + The ability to work effectively with Wanstor solution experts in defining the right proposition for a specific client's needs
- + Proven experience of working in a highly customer and business focused environment
- + Credible specialist knowledge and can articulate this well whilst communicating effectively with the client up to C-level

Desirable Attributes

- + Proven experience of developing and nurturing long-standing partnerships with customers

Our Company

Wanstor is an IT Solutions Company celebrating their 16th year in business. The company has grown year on year and now has a service team of over 140 staff. With IT Support Offices in central London and Manchester, we are well placed to meet our customers' needs for a quick response.

We provide a range of hosted and deployed services for customers small and large. Our hosted solutions include hosted Email (Hosted Exchange), Hosted online back-up, Hosted Desktop, and Hosted Network Monitoring. Wanstor provide a full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Wanstor's clients provide a wide variety of fascinating opportunities for motivated technical staff. We employ service-oriented technical experts to work within our service team delivering a variety of hosted and deployed solutions.

We are a growing company with dedicated teams managing networks, storage and colocation. Our customers are some of the biggest brand names in the UK, and our consultants 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 with Wanstor.

Culture and Benefits

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

- + **Customer focussed:** You put your customers at the heart of what you do and think about their needs at every decision point
- + **Proactive:** You anticipate and act on potential issues to ensure positive outcomes
- + **Growth-mindset:** You learn from mistakes, embrace change, and seek to continuously improve
- + **Integrity:** You do what is right, not what is easy
- + **Teamwork:** You collaborate and communicate to achieve the best outcomes for your team and customers

We strive to make Wanstor an enjoyable place to work in a number of ways.

- + Central London office location – a couple minutes' walk from London Bridge station, or 20 minutes from Waterloo
- + Unlimited access to thousands of courses and videos on a wide-range of topics at home and in the office through a LinkedIn Learning subscription
- + Regular office social events and activities, such as weekly BBQ on our terrace in the summer, Friday treats, and Summer and Winter events
- + Opportunity to work within a high growth business with many opportunities for role to develop alongside company growth
- + Commitment to reducing our carbon footprint through the Cycle to Work scheme and availability of bike lockers and staff shower

Do you believe you have what it takes
to join the team at Wanstor?

Call us on **0207 592 7860** or email us
at **jobs@wanstor.com**