

PROGRAMME MANAGER

12-month fixed term maternity cover

Sova is one of the world's leading talent assessment providers, we make science work in the real world by combining our core psychological expertise with the creative use of digital technology, challenging existing thinking to reimagine what can be achieved.

The Programme Manager is a key role as part of this vision, you'll be responsible for the successful delivery of mid-size to large client implementation projects, ensuring clients are given a first class onboarding experience onto the Sova platform. You'll be primarily working with our largest clients, global enterprise organisations with complex, multi-phase implementations.

ROLE RESPONSIBILITIES

- Programme Lead – you'll 'own' large programmes of implementation and be the leading voice with customers to ensure projects are on track, on scope and being delivered to a high standard
- Multitasking. Overseeing and managing multiple projects simultaneously using Sova's project management methodology
- Ensuring the coordination and completion of client projects, including managing timelines, setting deadlines, assigning responsibilities and tasks, as well as monitoring and summarising the progress of key projects
- Ensuring that projects are delivered in accordance within project budget (days allocated) and contracted 'Statement of Work'
- Generating project briefs and initiation documents, meeting agendas, and status reports, before and after client project meetings
- Prompt quality follow-up of project meeting actions and circulation to all project stakeholders
- Proactive and high standard of verbal and written communication with the client at all stages of the project
- Effective management of project issues and resolutions, escalations
- Leading internal calls with project team members as well as colleagues in the customer success, sales and product teams to ensure alignment and clarity of direction/actions
- Taking accountability for the overall success of the client projects and client satisfaction, escalating issues where appropriate
- Attaining high levels of Customer satisfaction from Customer feedback project surveys
- Building effective relationships, working directly with project team members to ensure the smooth delivery of client projects

SKILLS AND ATTRIBUTES

- Very strong communicator – will have the ability to communicate effectively from exec level to junior project stakeholders
- Ability to manage multiple projects and tasks
- Excellent organisational skills, with the ability to plan the use of people and resources in order to prioritise work and meet deadlines
- Strong attention to detail with the ability to maintain quality standards throughout projects and configuration of our products
- Highly developed problem-solving skills, with the ability to find and suggest alternative ideas if problems arise
- Excellent critical-thinking skills, including the ability to remove barriers and enable teams to complete their objectives
- Strong influencing skills with the ability to gain trust from key stakeholders
- Team player with a highly collaborative mindset
- Agile and resilient with an adaptable working approach

EXPERIENCE REQUIRED

Essential

- Proven experience managing projects within the SaaS industry, using different project management techniques
- Demonstratable knowledge of appropriate IT systems, including an understanding of configuration management (and preferably assessment processes).

Desirable

- Experience with HR technology and more specifically talent acquisition assessments is highly desirable
- Experience of configuring SaaS technology products and training users