



## **Project & Customer Success Manager**

### **About Applaud**

We are a pioneering HR technology software provider of consumer-grade technology for the workplace. Our software and services have been serving Fortune 500 companies in all verticals worldwide for 10 years.

### **Your Opportunity**

Due to rapid growth within our organization, we have an opening for a Project & Customer Success Manager to support deployments of our award-winning SaaS solution which creates exceptional digital employee experiences.

This permanent, full-time role is based in the UK. The role will be home working but you must be within a commutable distance to the Thames Valley, where our HQ is based.

### **The Role**

As Project & Customer Success Manager, you will be responsible for the successful delivery of a variety of digital projects, working with global enterprise clients. You will follow established processes to lead both client and project teams through the full project lifecycle.

You will diligently control the scope, budget, and quality of your projects, while clearly articulating status, successes, risks, and issues to stakeholder and project teams.

You will be comfortable managing geographically distributed, cross-functional teams, ensuring strong leadership, communication, and direction towards project milestones and deadlines.

You will be accountable for governing the quality of team deliverables, managing client expectations, and ensuring smooth transition of projects to services and client enablement teams post-completion.

With strong attention to detail, process control, and an ability to cascade motivation to your team, you will establish yourself as a leader on the projects you manage.

Responsibilities include:

#### Team and Client Leadership

- Chair project meetings including kick-offs, retrospectives, and status
- Contribute to external client project meetings
- Ensure effective client expectation management
- Ensure team and client have clarity on scope, schedule, and change process
- Provide clear and regular communication to ensure continual team alignment on delivery status, milestones, risks, and issues.

#### Success Management

- Act as the project delivery escalation point for your team and client stakeholders, including Applaud partners
- Maintain accountability with regard to deliverable quality and ensure mitigating options are created with regard to projects risks and issues
- Motivate, coach, and mentor project team toward successful outcomes
- Secure success stories from happy clients; working with marketing post-projects to evangelize our solution
- Transition from project success to ongoing customer success as new customers move into 'business as usual' post-go-live

#### Project Management

- Work with the sales team in the bidding process to produce scope, estimates, and budget for a variety of digital projects
- Produce and maintain a risk register
- Produce and maintain project plan and resource forecast
- Document project health status on a regular cadence
- Maintain the project budget throughout the lifecycle
- Maintain project scope through effective change control

#### Process Leadership

- Govern project team adherence to delivery process and associated meetings
- Ensure team and client understand and follow defined project methodology
- Ensure all timesheets are submitted on a weekly basis
- Ensure close collaboration with COO function with regard to resource forecasting
- Ensure correct toolsets and templates are being used by the delivery team
- Ensure delivery completion process is followed with regard to project transition
- Advise on process improvements and refinement where applicable

**Requirements:**

- Digital delivery experience in a client-facing environment
- Ability to manage/lead or provide governance for multiple projects
- Very strong leadership skills, assertiveness
- Strong numerical, written, and oral presentation skills
- Strong negotiation and facilitation skills
- Strong client and stakeholder management skills
- Defining scope, budget, and quality assurance skills
- Highly process orientated with attention to detail
- Experience of agile delivery methodologies
- Excellent working knowledge of project management tools
- Consistency in approach, best practices, and team management

**Benefits:**

- 25 days holiday a year - with the option to sacrifice salary for extra leave
- Private Medical Insurance
- Life Insurance
- Cycle to Work scheme
- Subsidized gym membership
- Employee Assistance Program
- Employer Pension contribution of 5%
- Employee Discount Scheme
- Flexible schedule
- Life insurance
- Private medical insurance
- Sick pay
- Work from home
- Bonus scheme

Salary circa £40,000.00-£50,000.00 per year

Expected start date: 12/04/2021

COVID-19 precaution(s):

- Remote interview process
- Virtual meetings