

Job Description

Job Details

Job Title	Analyst Project Manager
Team	Digital Services team
Job Type	Full-Time
Reports To	Head of Digital Services
Responsible For	You will not be responsible for any other employees
Working Hours	Monday to Friday, 9:00 am to 5:30 pm. From time to time there may be a requirement to change normal working hours due to operational need.

Overall Purpose of the Role

Working with our Sales and Marketing teams this role is responsible for successfully analysing and implementing opportunities with new and existing customers in the print, digital and outsourced services that KnowledgePoint offer. You will also be responsible for designing and implementing solutions that help our customers deliver their learning solutions in a more automated and efficient manner, from conception to go live. You will also utilise your project management skills to successfully deliver company wide improvement projects.

Key Personal Responsibilities

- Work with the Heads of business units to articulate the service offers/value propositions to add value to KnowledgePoint
- Analyse business processes and help define and document business requirements, identifying risks and communicating these to the relevant stakeholders
- Participate in technical design, contributing insights and ideas that help translate business needs into solution specifications; make recommendations on process automation and efficiency
- Recommend solutions to management that balance the competing needs for innovation and standardisation/process harmonisation, leveraging targeted research
- Manage milestones by identifying critical project issues such as resource needs and contingencies; implement and manage communication, risk, issue and change control strategies and report on activity; provide monthly reporting of change initiatives in play
- Work closely with the Company's Sales and Marketing teams, enabling them to meet their commercial objectives by delivering successful solutions on time and to budget ensuring return on investment and value for KnowledgePoint
- Work closely and consult with prospects and customers to understand their requirements and make recommendations on solution design and product fit, documenting project requirements
- Write test cases based on requirements and oversee their execution
- Manage inter-company and customer facing projects through to implementation; provide professional advice to stakeholders around the business or to external clients as relevant to ensure implementation success
- Provide analytical support and reporting to the Head of Digital Services on existing and new projects based on evolving business needs; gather and report on customer feedback; evaluate the performance of projects and conduct Benefits Reviews on project outcomes
- Work with the Head of Digital Services to improve accountability and governance in the management of strategic projects
- Support the Head of Digital Services with tactical analysis around key strategic issues
- Ensure procedures are documented and audited regularly, ensuring process documents are controlled and available to all relevant staff members
- Maintain an understanding of new and emerging marketing trends and themes, and apply to support KnowledgePoint and its services

- Present complex information in an understandable and stimulating way, whether through effective verbal presentation or creative written copy
- Ensure all processes relating to the absence and holiday procedures are completed efficiently and accurately
- To proactively lead and participate in continuous improvement initiatives and use own initiative and creativity to promote improvement throughout the business
- To ensure a high standard of housekeeping and file management is maintained in all work areas
- To promote teamwork in all areas of the business to help achieve common goals and targets
- To uphold a positive attitude to your personal development and training
- To work closely with all teams and departments to improve processes and ensure that our customers' needs are met
- Ensure that all role and personal SLAs and targets/objectives are met.
- Ensure that all Digital Services and Company procedures are followed and maintained effectively by yourself and all team members

Key Company Responsibilities

- To promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, and contributing to developing equality of opportunity in working practices
- To ensure all work undertaken is in line with Data Protection requirements and a high degree of confidentiality is maintained at all times
- To ensure your behaviour complies with organisational values and principles and you work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance
- To make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements
- To ensure welfare, health & safety standards and procedures are upheld and maintained at all times with regard to yourself and colleagues in line with organisational and legal requirements
- To understand and maintain ISO and IIP accreditations by ensuring compliance to relevant processes, standards and operating procedures
- To provide a reliable and consistent service ensuring customer's requirements are met at all times and to the highest standards