

Job Description

Job Details

Job Title	Project Manager
Team	Channel Services
Job Type	Full Time
Reports To	Senior Manager of Channel Services
Responsible For	You will not be responsible for managing any other employees
Working Hours	Required working hours are 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. International travel to attend KnowledgePoint and client meetings and events may be required.

Overall Purpose of the Role

The Project Manager will lead projects and programs, ensuring strategic alignment, robust governance, benefits realisation, and outstanding stakeholder experience. The key measurement of success will be the ability to plan and deliver projects within agreed timescales ensuring high quality and accuracy, company benefits realisation, and client satisfaction. International travel to attend KnowledgePoint and client meetings and events may be required.

Key Personal Responsibilities

- Oversee the planning and end-to-end execution of multiple programs and projects ensuring alignment with agreed business goals.
- Establish procedures for, and own, project delivery governance, benefits realisation, and data driven reporting.
- Monitor project progress and performance, proactively identifying and addressing issues and risks.
- Develop and maintain comprehensive documentation including project charters, plans, schedules, and status reports.
- Partner with internal and client stakeholders to ensure goals alignment, support, and successful execution of projects and initiatives.
- Work in partnership with internal and client stakeholders to develop communications, enablement assets, and collateral.
- Lead regular briefings and enablement training for internal and external stakeholders.
- Source, contract, and manage subcontractors and suppliers.
- Manage assigned budgets.
- Define project KPIs and establish reporting procedures to keep internal and client stakeholders updated on program health, key decisions, and milestones.
- Conduct project reviews to identify and implement best practices for KnowledgePoint-led projects.
- Pro-actively contribute to the strategic direction of KnowledgePoint and assigned client programs.
- Promote teamwork in all areas of the business to help achieve common goals and targets.
- Provide full support to work colleagues and managers by undertaking any reasonable tasks requested.
- Ensure that all personal and role SLAs and targets are met.
- Ensure all team and company procedures are followed and maintained effectively.
- Uphold a flexible approach to work and a positive attitude to personal development and training.

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 you work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance.

Key Company Responsibilities

- 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 all Company certifications by ensuring compliance to relevant processes, standards and operating procedures.
- To provide a reliable and consistent service to support the learning industry ensuring customer's requirements are met at all times and to the highest standards.