

Job Description

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| Job Title | : | Project Manager |
| Reports To | : | Team Manager |
| Location | : | City/Central London |

Eukleia provides a comprehensive and integrated range of learning technology solutions to corporate and government clients including eLearning and instructor-led training courses. We provide solutions across a wide range of compliance and risk topics including anti-money laundering, market conduct, data protection and operational risk to name a few. Our clients include many of the world's leading banks, asset managers, insurers and commodity firms. Eukleia is part of Learning Technologies Group plc.

The ideal candidate will have had extensive experience dealing with clients in a professional environment, have managed timelines and consistently delivered within those timelines. The mindset of the individual must be that the client's needs are the top priority. For this you will be rewarded with personal opportunities for growth within a collaborative team environment where you can make a difference and contribute to the success of the business.

Responsibilities

- Build, manage and maintain strong inter-departmental relationships and communication within the organisation and work in partnership with other team members to deliver a high standard of service which promotes positive and continuing client relationships
- Identify and share opportunities for process improvement
- Own issues and where more senior intervention is required present potential solutions
- Promote the vision and direction of the company with passion
- Support clients during the production process so that they understand each stage and if necessary troubleshoot any issues that arise during the project liaising with relevant Business Development Managers for change in scope
- Apply the appropriate project management framework for the project, using relevant project standards
- Ensure all required activity and tasks are fully defined and allocated to appropriate individuals or teams, including SMEs, Designers, Quality Assurance and Client Service
- Ensure clear, accurate and proactive communication throughout the project to all clients/stakeholders both internal and external
- Produce regular supporting project documentation, to include but not limited to; project initiation documentation, project plans, communication strategy/plans, project status reports, meeting agendas and follow up minutes/action notes
- Work with translation agencies to ensure translation projects are delivered on time and within the agreed budget
- Chair regular project team meetings, face to face or via conference calls
- Manage business and project implementation risks, including the development of appropriate contingency plans
- Conduct end of project reviews with all stakeholders to identify lessons learned and improve future projects. Frequency of reviews will be subject to agreement with client

Role Requirements

- Experience of delivering excellent client service (essential)
- Experience of managing timelines and delivering products (essential)
- Experience of working with Microsoft and/or Google systems (essential)
- Experience of agile project methodologies and systems (beneficial)
- Knowledge of eLearning environments (beneficial)
- Knowledge of Learning Management Systems e.g. Moodle, Cornerstone (beneficial)

Skills

- Passionate about client service with a positive approach to dealing with people
- Ability to effectively manage client and internal stakeholder relationships, promptly responding to queries, ensuring expectations are managed
- Excellent communication, organisational, decision making and time management skills
- Analytical thinking with the ability to analyse data, interpret facts and figures and present them in the form of statistical tables and diagrams
- Commercial awareness
- Diplomatic, with the ability to motivate others

Performance Metrics

- Individual Key Performance Indicators, to include:
 - Regular one to ones with your Team Manager including objective setting and measuring discussions
 - Client interaction and quality of client-related documentation
 - Client surveys/end of project reviews
 - Feedback from internal and external clients