



## Project Manager

Project Managers are part of the Delivery team within Hyphen8.

Project Managers may be involved in multiple projects simultaneously, depending on the size of the projects. The responsibility of a Project Manager is to ensure our Projects are delivered on time, on budget and to a high standard.

They will work alongside Delivery Managers, the Resourcing Manager to ensure project risks are managed.

**Salary banding - £45,000 - £65,000**

Responsibility	Summary
<b>Project Management</b>	<ul style="list-style-type: none"><li>• Follow the Hyphen8 Delivery Framework and ensure your project teams also follow this</li><li>• Develop project plans outlining scope, timelines, resources and budgets</li><li>• Assemble and lead cross-functional teams</li><li>• Define goals and deliverables in collaboration with stakeholders</li><li>• Ensure projects are set-up correctly within Jira and Salesforce</li><li>• Work with the Resourcing Manager to ensure that the correct resources are assigned to your projects</li><li>• Keep project resourcing updated based on project delays or changes</li><li>• Be the main point of contact for customers and provide an appropriate level of reporting to customers for each project</li><li>• Manage Project health, identify scope creep and follow the change management process, raising change requests as required</li><li>• Ensure quality assurance best practices are being followed for design and implementation</li><li>• Attend the internal risk meetings and provide updates on each of your projects</li></ul>

<b>Customer Success</b>	<ul style="list-style-type: none"> <li>• As part of the project approach, work with customers to achieve user adoption and realise the benefits of their new solutions</li> <li>• Develop long term partnerships between Customers and Hyphen8 in collaboration with other members of the Hyphen8 team</li> </ul>
<b>Time Management</b>	<ul style="list-style-type: none"> <li>• Log billable time regularly and accurately</li> <li>• Take on all assigned work to meet the required billable %</li> <li>• Proactively find billable and/or productive work opportunities if there are project delays or insufficient assignments e.g. contact the Resourcing Manager, Delivery Managers or Director of Delivery for work</li> </ul>
<b>Knowledge-sharing</b>	<ul style="list-style-type: none"> <li>• Ensure retros are carried out at project closure and that learnings are shared with the Delivery team</li> <li>• Ensure handover sessions are set-up for projects moving to evolve</li> </ul>
<b>Maintain technical knowledge</b>	<ul style="list-style-type: none"> <li>• Maintain a working knowledge of Salesforce nonprofit configuration options and Hyphen8 accelerators at a level which enables you to understand project work and the challenges project teams may have</li> <li>• Achieve certifications and/or undertake training in line with personal development plan.</li> </ul>
<b>Expected skills</b>	<ul style="list-style-type: none"> <li>• Time management – adhering to time allocated to a task, balancing unbillable time</li> <li>• Communication – keeping team members and customers informed with clarity</li> <li>• Collaboration - ability to work supportively within a team</li> <li>• Problem solving – helping to resolve challenges</li> <li>• Attention to detail – focus on the details which make projects successful</li> </ul>
<b>Values</b>	<p>Expected to adhere and embody all Hyphen8 values</p> <ul style="list-style-type: none"> <li>• Take pride in what we do</li> <li>• Think creatively</li> <li>• Make a difference</li> <li>• Support Each other</li> <li>• Nurture personal development</li> <li>• Share our knowledge</li> <li>• Celebrate achievement</li> <li>• Don't forget to have FUN</li> </ul>
<b>Recognition &amp; reward opportunities</b>	<ul style="list-style-type: none"> <li>• Involvement in delivery improvement projects</li> <li>• Involvement in Account Management and Business Development</li> </ul>

- Promotion to Senior Project Manager

Last updated: 10 September 2024