

Job description

Role purpose

Global Expat Pay is experiencing rapid growth and we now have an exciting opportunity for a Programme Manager to join us.

As part of the Customer Activation & Programme Management team, you will have direct responsibility for leading the activation of our services for new customers and managing global projects. You will work directly with our Customer Success Team and our customers to ensure an excellent customer experience whilst enabling faster scaling of our business.

Responsibilities

- Programme manage the onboarding of new customers from start to finish
- Project planning and tracking of key workstreams through to completion. Management of any key cross workstream or business dependencies
- Manage change and business readiness for the customer as they adopt new ways of working
- Establish robust communication and engagement plan to support efficient customer adoption
- Management of multiple stakeholders from Board to floor
- Establish and track the project budget
- Manage and contribute to key workshops and resolution of project issues
- Develop core set of Project KPIs with customer. Establish reporting, dashboards and proactively manage status
- Identification and resolution of key project risk and issues
- Planning of delivery of projects to customers
- Direct engagement and issue management for key customer stakeholders
- Collaborate with our Customer Success Team and senior management throughout the project to implement customers' operational needs
- Recognise and implement process improvement opportunities including additional digital ways of working

Experience and Skills

- Bachelor or Masters degree is required
- Recognised Project Management qualification e.g. PRINCE2, Agile, MSP
- At least 3 years project management experience in a similar role
- Strong customer relationship skills with problem solving experience to achieve the project objectives
- Excellent communication skills and ability to solve customer issues
- Proactive management of workload and multiple projects/deadlines
- Ability to work collaboratively with customers and team members to achieve the right outcomes
- Highly organised with a passion for continuously seeking enhanced operational processes

Additional information

- Our office is based in Windsor which is accessible from London
- The role may involve some overseas travel to both customer and partner sites. This will be dependent on COVID-19 restrictions
- Role would suit someone with a consultancy background who has experience dealing with large multinationals, who now seeks greater autonomy and collaboration in a vibrant, fast moving organisation