



## **Job Description Project Services Manager**

As the Project Services Manager you will own and manage the [Project Management teams'](#) plans for programs and projects including managing roadmaps, driving the process and supporting the [project teams](#) to innovate, develop and deliver SaaS / Cloud implementations.

### **Key responsibilities**

- Managing a team of 8-10 [Project Managers](#) and their respective [project teams](#) under various models (e.g. fixed price, T&M, deliverable based, etc.)
- Meet or exceed revenue, utilization, margin and client satisfaction targets through the successful delivery of consulting and implementation projects
- Actively lead and participate in front end sales cycles for significant new engagements
- Define project management goals and deliverables that support business goals in collaboration with [stakeholders](#)
- Build the core [Project Management team](#) through a combination of internal team enhancement and external hires
- Present the implementation strategy to prospective customers, demonstrating the credibility of our delivery organization
- Create new repeatable service offerings that streamline the implementation process
- Participate in [project governance](#) and provide high level quality control
- Track and forecast pipeline of consulting revenue and bookings for opportunities and existing engagements
- Ensure the professional development of team members, keeping abreast of current and new IT methodologies, development and best practice project delivery and consulting
- Develop project management tools and processes. Responsible for defining and managing the overall approach / methodology in-line with industry standards.
- Engage with customers and act as the management sponsor of key projects
- Present directional ideas and strategies to the Management Team

### **Skills and Experience**

- A proven track record of leading professional services teams to successfully deliver on multiple projects and programs simultaneously within SaaS/Cloud environments



- Strong understanding of the leading [governance](#) and implementation approaches to project office management and project management, with the ability to draw on these to implement a tailored, appropriate framework
- Sound business sense and a market-driven approach, with the flexibility to modify approaches to achieve goals as information changes and events unfold
- Skilled at building relationships and influencing [stakeholders](#) at all levels of the organisation, including at the most senior levels
- Skilled in articulating and presenting compelling value propositions for service offerings
- [Excellent communication skills](#), both written and oral
- Strong decision-making skills including the ability to balance conflicting interest
- Self-motivated with the ability to work well both independently and in a team orientated, collaborative environment
- Experience of working in a multi-cultural environment
- Ability to deal with ambiguity, find creative resolutions and drive for results
- Ability to listen and respond objectively to new ideas
- [Strong management skills with the ability to coach and lead both virtual and actual teams](#)
- BA / BSc, in a computing or project management discipline, or equivalent
- Project Management certification in PRINCE2, Agile/SCRUM or similar

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