

# **Project Lead Role Profile**

**July 2010**

**More information on this vacancy & what it's like to work at Getfeedback & Crelos check out our website**

**<http://www.getfeedback.net/careers/vacancies/>**

<b>Role Title</b>	<b>Project Lead</b>
<b>Role Purpose</b>	To resource and manage the delivery of client projects controlling cost, timeframes and scope. To resource and oversee project administration. This person will be largely office based but will be required to go to client meetings from time to time.
<b>Key Accountabilities</b>	<ol style="list-style-type: none"> <li>1. Conduct a thorough internal handover process with the sales/consultant for new projects and be responsible for clarifying initial project scope</li> <li>2. Resource internal and external personnel within established guidelines</li> <li>3. Clarify and implement internal and external project communication plans</li> <li>4. Follow and input into the continuous improvement of the company's project management processes</li> </ol>
<b>Role Location</b>	Henley-on-Thames
<b>Reports To</b>	Head of Service Delivery (currently Steve Bicknell, CEO)
<b>Line Management Responsibility</b>	None
<b>Functional Responsibility</b>	None
<b>Key Dependencies</b>	<ul style="list-style-type: none"> <li>▪ Getfeedback Sales Team</li> <li>▪ Crelos Client Directors</li> <li>▪ Consultants</li> <li>▪ Delivery team</li> <li>▪ Development team</li> <li>▪ Leadership team</li> </ul>

## Key Accountabilities

### 1. Conduct a thorough internal handover process with sales/consultant for all new projects and be responsible for clarifying initial project scope

Key Tasks	Measures of Performance
<ul style="list-style-type: none"> <li>• Schedule and lead the project handover meeting with the sales/consultant to clarify               <ul style="list-style-type: none"> <li>○ Project scope – in &amp; out of scope</li> <li>○ Key project objectives including client's business drivers, overall project success measures &amp; the agreed quality output measures</li> <li>○ Timeframes</li> <li>○ Budget allocated for each part of the project</li> <li>○ Expected profit margin for Getfeedback/Crelos</li> <li>○ Invoicing details</li> </ul> </li> <li>• Keep record of and follow up on actions during the handover phase of the project</li> </ul>	<ul style="list-style-type: none"> <li>• Project Handover document is thoroughly completed on time</li> <li>• All contacts are up to date at all times</li> <li>• Any actions, documents etc are circulated within the client project team as appropriate</li> <li>• Positive feedback from internal team</li> <li>• Know what the next steps are in the project, at any time</li> <li>• Know what profit margin the project is expected to make and is running at, at any time</li> </ul>

### 2. Resource internal and external personnel within established guidelines

Key Tasks	Measures of Performance
<ul style="list-style-type: none"> <li>• Identify resource requirements matching availability, skill set, location and industry experience and then book. This may involve internal consultants, associates, delivery team and temps and/or other project admin support.</li> <li>• Liaise with associate resource to confirm rates, dates, locations and details including briefing details and cancellation and confirmation policy.</li> <li>• Ensure that all resource personnel are aware in advance of what they are doing and when</li> <li>• Know what the alternative resourcing options are, flag/escalate any risks and create contingency resourcing plans for the more high risk high stake delivery</li> <li>• Personally carry out any required project administration. Outsource additional external administration support if required, retaining responsibility of the quality of admin at all times</li> </ul>	<ul style="list-style-type: none"> <li>• All resource personnel know what they are doing and when, arrive at the right location at the right time with the right equipment, brief etc</li> <li>• No last minute resourcing panics due to poor planning</li> <li>• Contingency plans exist for high risk high stake delivery</li> <li>• Positive feedback from internal team</li> <li>• Any external admin support is of high calibre and performs to the required level</li> </ul>

### 3. Responsible for clarifying and implementing internal & external project communication plans

Key Tasks	Measures of Performance
<ul style="list-style-type: none"> <li>• Liaise with client to find out their preferred ways of working when it comes to status reports, highlight reports etc</li> <li>• Create, distribute and be responsible for the quality of all project reporting to both client and internal project team</li> <li>• Schedule internal projects meetings, ensuring actions arising are clear, noted and communicated to all &amp; followed up on</li> <li>• Attend client meetings and lead calls where required</li> <li>• Organise and lead an internal project review after each project review phase, circulate key points afterwards and coordinate the client project review meeting/call for the sales/consultant to run</li> </ul>	<ul style="list-style-type: none"> <li>• Everyone within the internal project team and within the client knows what is happening and when or where to find that information</li> <li>• Stakeholders feel informed and have correct information</li> <li>• Escalates issues at the right time to the right person</li> <li>• All projects have a formal kick off meeting/call and review</li> </ul>

### 4. Follow and input into the continuous improvement of Getfeedback/Crelos's project management processes and wider quality plans

Key Tasks	Measures of Performance
<ul style="list-style-type: none"> <li>• Use and maintain standard Getfeedback/Crelos project documentation &amp; make them accessible to all &amp; follow change control procedures</li> <li>• Responsible for creating &amp; chasing invoices</li> <li>• Responsible for the quality of those aspects of the project outputs which have been allocated to you.</li> <li>• Track progress against client budget and our profit, flagging issues to sales/consultant</li> <li>• Proactively put forward suggestions for improving processes and documentation to Head of Delivery for consideration/approval</li> </ul>	<ul style="list-style-type: none"> <li>• Does not drop the ball on any of their client projects</li> <li>• Adheres at all times to our company project management standards</li> <li>• Pipeline is up to date at all times</li> <li>• The clients' requirements and any project changes are delivered in accordance with the agreed service levels for delivery</li> <li>• Knows at all times where the project is against budget, profitability and timeframes</li> <li>• Documentation is clear and easy to find</li> <li>• Positive feedback from clients on our events/project management</li> </ul>

## Recruitment Criteria

### Qualifications/Skills/Experience

- **Must have** - experience at successfully juggling multiple projects simultaneously
- Proven experience in resourcing and managing events and/or projects on time, to quality and budget. This will have entailed end to end management, project reporting and owning risks and issues logs.
- Ideally has external client facing experience in a fast paced business-business environment
- Builds rapport quickly and has excellent standards in written and verbal communication
- Strong Microsoft word, powerpoint & excel
- Demonstrates an interest in the field of people assessment and organisation consultancy or have had relevant experience

### Personal Style/Motivation

- Resilient, adaptable and flexible in a fast paced environment
- Very strong organisation skills & great attention to detail
- High energy, quality focused
- High levels of self-motivation