

JOB TITLE
On-boarding Project Manager
JOB PURPOSE
<p>The main responsibility is to oversee and coordinate the delivery and on-boarding of ITSO customers to the ITSO-on-Mobile (IoM) service. IoM is an industry-wide technical solution that provides retailers the ability to provision tickets directly to a users smartphone. The On-boarding Project Manager (OPM) will coordinate across several third parties (ITSO members and their technology suppliers). Communicating closely with everyone working on the project (across multiple organisations), the OPM will need to manage, track and influence the parties to deliver on time and budget. The OPM will maintain an ongoing work plan and will ensure that all work carried out is in alignment individual project goals and the wider objectives as defined by the Executive Team. This role requires considerable amount of flexibility, since the stakeholders and teams based in multiple organisations and locations.</p>
REPORTS TO
DIRECT REPORTS
On-boarding Analyst
KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • Effectively applies Project Management methodology. • Manages the day-to-day operational, technical and commercial aspects of all IoM on-boarding projects across all internal and external stakeholders. • Creates and executes project work plans and revises as appropriate to meet changing requirements. • Defines and implements appropriate governance and controls for effective project management, delivering the right outcomes on time. • Manages resources in conjunction with customers, third party managers and sub-contractors • Reviews and reports on the schedules and deliverables across projects to the Exec. • Manages risks and issues across multiple on-boarding projects through mitigation planning. • Ensures project documents are complete, current, and stored appropriately (including for engagement reviews and quality assurance procedures). • This job description is not exhaustive and other duties which are not shown here but commensurate with the post may be required from time to time. It will also be used as a basis for the determination of objectives and performance
SKILLS, KNOWLEDGE AND EXPERIENCE – ESSENTIAL
<ul style="list-style-type: none"> • A proven track record in delivering multi stakeholder, technically complex projects (10 years' experience in Program/Project Management). • Excellent interpersonal and leadership skills for dealing with internal and external stakeholders. Proven experience managing up, down and across the organisation. • Skilled and experienced in dealing with customers and suppliers at all levels of seniority. • Facilitates team and client meetings effectively and holds regular status meetings with project team. • Keeps executive team informed of project progress and cost status. • A background in mechanical, electrical or Information Technology engineering preferred. • Experience in project management for IT systems. • A considerable amount of travel will be required.
SKILLS, KNOWLEDGE AND EXPERIENCE – OPTIONAL
<ul style="list-style-type: none"> • Industry experience with smartcard systems and public transport. • A senior project manager requires a dedicated approach to the job and the willingness to influence many people, within the ITSO community. This may entail working normal office hours at times, but the project may demand commitments outside this time frame to meet deadlines.

