

Job Title:	Project Delivery Manager
Status	Full-time
Reports To:	Manager – Customer Projects
Location:	100 Lemn Street, London.
Hours:	Full-time Start time: 09:00 am, End time: 05:30 pm Monday – Friday
Holidays:	25 days plus Public Holidays

Company Overview

Exponential-e was founded in 2002 and swiftly established a reputation for innovation and positive differentiation in the technology market. The business was amongst the very first to see the potential for Ethernet in the UK market and was the first in Europe to design and launch VPLS networks. Throughout the history of Exponential-e, a focus upon leveraging developments in technology to deliver profitable and innovative services to our clients and prospects has resulted in industry and peer recognition for our pioneering approach in the market.

With an expansive and established portfolio spanning Cloud, Data Centres, Virtualisation, Disaster Recovery, Business Continuity, Security, Unified Communications and Voice, Professional Services and of course Networking, Exponential-e is extremely well positioned within the market to deliver needs of clients. The depth and breadth of the portfolio and the commitment applied to provision of exceptional service quality has enabled the business to secure the trust of more than 2500 business clients. With industry leading levels of customer satisfaction the capability of the business is underwritten by client reference-ability and ensured our entry to the London Stock Exchange's Top 1000 Companies to Inspire Britain in 3 successive years

Mission Statement

*Achieve the status whereby **Exponential-e 3.0** is formally acknowledged among our peers, competitors and clients as the most advanced and innovative business technology enabler in **The World**. A 'world-class company . . .'*

Overall purpose of the job:

The primary responsibilities will be to take ownership of external Customer Projects and to deliver those projects within a controlled environment. To be carried out in a manner that meets mutual customer and Exponential-e pre-defined objectives using recognised processes and methodologies.



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Key responsibilities for this job:

- Keeping all Stakeholders up to date with all developments on the Projects using various recognised Project Documents.
- Coordinating all Project Teams to realise set deadlines and milestones.
- Ensuring the Project is at all times on track to fall within agreed tolerances. Notification to the Project Board of any forecasted delivery outside of these parameters and corrective measures to be applied.
- Coordinating and chairing all Project Meetings.
- Attending Project Bid and scoping meetings.
- Presenting Exponential-e Project Management Approach to customers, providers and colleagues.
- Coordinating any required customer training.
- Completing Proposals, at times within short notice.
- Responsibility for the internal system being correctly captured and labelled.
- Updating internal generic Project Documents.
- Managing escalations with all necessary parties and conveying progress to the customer as necessary.
- Any other fair and reasonable task or duty assigned to you by your Manager, or other senior Exponential-e Ltd staff member.

Knowledge and experience required:

- Prince2 Practitioner.
- Project Management experience.
- Experience working within a service provider environment delivering Cloud based ICT solutions to customers.
- Working technical knowledge of Exponential-e Products and Services including; Access Products, VPN, Hosted Telephony, SIP Trunking, VDC, DaaS, Online Back-Up, Server Replication and proven Project involvement.
- Excellent customer service skills.
- A methodical and structured approach with the ability to manage and prioritise multiple tasks at any one time.
- Responsible and willing to take ownership of essential tasks.
- Well organised and self-motivated team player.
- Strong leadership abilities.
- Effective communication skills.
- Ability to work within a pressurised and results driven environment.
- Ability to “think outside of the box” as necessary.

Desirable knowledge and experience:

- Experience working for an ISP or telecommunications provider.
- Working knowledge of Project document suites including Microsoft Project.
- Agile Project Management (AgilePM) certification.

Signed by Employee: _____

Date: _____