



## PROJECT MANAGER JOB DESCRIPTION

Job Title	Project Manager
Department	Project Team
Location	Eastbourne, East Sussex
Responsible to	Head of UK Sales
Hours	08.30hrs – 17.30hrs Monday – Thursday 08.30hrs – 16.30hrs – Friday 1 hour for lunch

### Company Info

**Markets:** Security Printing – examinations, elections, immigration, banking, government departments, retail

**Products:** Examination Certificates, Result Slips, Secure Envelopes, Scannable Registration / Answer / Mark Forms, Ballot Papers, Immigration Visas, Cheques, Registration Documents, web portals, online ordering systems, e-products

**Company Strategy:** Zunoma's company strategy is to develop existing and introduce new customers to existing products and to develop products to best utilise technology and provide a complete service solution to our customers. The company has invested in the latest technology to keep at the forefront of the market and ahead of the competition. It is our objective to be flexible in the products and services that we provide our customers and to be proactive in developing our customers' requirements.

### Job Brief

Sitting at the heart of the entire business, you will lead a small, dedicated team of Project Co-ordinators, responsible for delivering improved project management services across a diverse range of customer projects, bridging the gap between procurement, sales and the production teams.

Responsible for successful project delivery, from end to end you will manage purchasing and estimating through to scheduling, planning and quality monitoring. This is a challenging role where you will embed a modern, efficient working culture and deliver improved service, ensuring the team consistently deliver against varying customer KPI's and SLA's and aligned with the company objectives.

Ambitious in nature with a strong drive to progress and succeed both as a team and individual, you will drive efficiencies in processes, supporting the adoption of project methodology. Reporting to the Head of Sales, you will manage the critical path of each project, demonstrating your expertise in project delivery from the management of customer expectations, internal processes to departmental involvement.

## The Role

The main purpose of the job is to:

- Oversee all projects, monitoring daily workflows, aligning day-day work with special projects and against company objectives when scheduling
- Maintain and improve the customer experience, quality, and schedule of delivery
- Ultimate responsibility for successful project delivery, managing small team of project coordinators promoting appropriate project management methodologies
- Attending production and planning meetings
- Identify process issues making recommendations for continuous improvement, reporting to Head of Sales
- Ensure all projects are properly planned with all departments to ensure seamless delivery
- Build successful relationships across internal teams
- Attend non-compliance meetings and steer improvements and accountability
- Oversee purchasing and stock control function
- Contribute to management meetings to inform strategy
- Lead frequent internal project status meetings, ensuring agreed workflows are followed
- People Management. Manage a small Project Team including up to 3 Project Coordinators and a purchasing / procurement function

## Skills Required

- Background in print an advantage
- Proven Project Management experience with preference for qualifications and knowledge of lean manufacturing methods
- Understanding of quality control and complaints processes
- Ability to follow and help improve processes
- Proven experience in Microsoft office based programmes as well as CRM and ERP manufacturing systems
- Excellent organisational and time management skills
- Numeracy skills
- Strong interpersonal and communication skills
- Comfortable in fast paced environment, able to manage multiple projects simultaneously
- Team orientated with a 'can do' attitude and ability to think outside the box to create ideas, solve issues quickly and effectively
- Hands-on, can-do approach
- Ability to prioritise and work quickly and efficiently within tight timeframes
- Experience of people management and understanding of monitoring performance against business objectives

## The Person

	Essential Criteria	Desirable Criteria	Method of Assessment/ Source of Information
<b>Key Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent organisational and time management skills</li> <li>• Numeracy skills</li> <li>• Strong interpersonal skills</li> <li>• Attention to detail and quality Ability to prioritise work</li> <li>• Understanding of quality control and complaints processes</li> <li>• Ability to build and maintain good working relationships with stakeholders</li> <li>• Proven ability and experience of managing a team of people including conducting 121's, personal development, training and other comparable line management duties.</li> <li>• Ability to follow and help improve processes</li> <li>• Comfortable in fast paced environment, able to manage multiple projects simultaneously</li> <li>• Team orientated with a 'can do' attitude and ability to think outside the box to create ideas, solve issues quickly and effectively</li> <li>• Good communication skills</li> <li>• Strong literacy and numeracy skills</li> <li>• Good telephone manner</li> </ul>	<ul style="list-style-type: none"> <li>• Background in print an advantage</li> <li>• Proven experience in managing print requirements</li> <li>• Good presentation skills</li> </ul>	Application Form/Interview

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	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment/ Source of Information</b>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE Maths or equivalent</li> <li>• GCSE English or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Graduate or equivalent</li> <li>• Project Management qualifications and knowledge of lean manufacturing methods an advantage.</li> </ul>	Application Form/Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Proven experience in Microsoft office-based programmes as well as CRM and ERP manufacturing systems</li> </ul>	<ul style="list-style-type: none"> <li>• Aptitude for technical understanding</li> </ul>	Application Form/Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Min. 2yrs Project Management or experience in a manufacturing background</li> </ul>	<ul style="list-style-type: none"> <li>• Print background</li> <li>• Manufacturing background</li> </ul>	Application Form/Interview
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to present a professional image whilst retaining a sense of calm and efficiency</li> <li>• Ability to work under pressure to tight deadlines</li> <li>• Self-motivated and driven</li> </ul>		Application Form/Interview
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to work unsocial hours when required</li> </ul>	<ul style="list-style-type: none"> <li>• Full clean driving licence</li> </ul>	Interview