

# Project Manager

Manages small to medium-sized client engagements in a way that provides superior customer service, simplifies internal process and protects the interests of Hemsley Fraser.

## Key Responsibilities:

- Work with Account Directors to help scope projects during business development
- Organize and plan projects of small to medium complexity
- Work to resource projects appropriately with full time and/or contract resources
- Ensure use of best practice project management processes
- Create project plans and ensure work is managed to the plan
- Manage project financials, including invoicing and expenses tracking
- Review SLA and contractual obligations, escalate issues appropriately and maintain activity reports to ensure compliance with client contracts
- Ensure systems are in place to track, monitor and report on key project measures, including client satisfaction, timeliness of deliverables, and project margins
- Proactively manage communication with project team and other internal and external stakeholders
- Provide first point of contact for client and internal stakeholders
- Provide insight to clients on such issues as implementation and delivery plans
- Maintain project margins while achieving superior client satisfaction

## Knowledge & Skills

- Minimum 5 years experience working on large, multi stream projects in L&D environment
- Experience leading L&D projects of substantial size
- Able to accurately qualify client needs and expectations regarding L&D solutions
- Able to make or enable timely decisions to ensure project success, investigate and identify resources required and solve problems within a project implementation and management environment.
- High level of personal and interpersonal skills (including communication, negotiation, selling, planning and organization).
- Personal credibility with customers. Able to build effective client relationships at senior management level.
- Able to work under pressure to meet deadlines. set objectives, plan and evaluate achievements. Highly organized and attentive to detail.
- Ability to adapt to global culture issues

**Interested in joining the Hemsley Fraser team?**

Submit your résumé to [information@hemsleyfraser.com](mailto:information@hemsleyfraser.com)

