



## Job Description

# Project Manager

As a result of continuing growth in our well-established customer base, we require additional experienced project management expertise to ensure right first time, on time, quality delivery of our complex customer payment solutions and IVR services technology products.

Based in Doncaster and reporting to the Operations and Delivery Manager, you will have the following mixture of knowledge, skills and experience:

- Proven Project Management and Project Delivery skills in a software environment, managing several complex projects to different clients at any one time.
- Excellent and proven stakeholder management skills
- Importantly the ability to interrogate requirements, develop and build an end to end, robust plan, rather than just follow one.
- Customer and delivery focus through to releasing the client's product
- Working on technical customer payment solutions and IVR service technology products, we are not looking for coding skills, but you will need to be entirely comfortable working with these kinds of products and liaising as necessary with the IT Development team and others across the business
- You do not need technical skills, you definitely do need well-honed Project Management and Delivery skills and capability
- An understanding of technology, software and IT. You don't need you to have an IT degree or a background in software / development etc. You do need to be able to pick up the terminology, be tech savvy and be interested in IT / software and development and this interest will then facilitate your learning.

In addition, you will be:

- Investigative, curious, unafraid, in a supportive, collaborative way to question and challenge assumptions and plans
- Confident
- Happy to work independently, but equally supportive of all wider team and company initiatives and activities
- Self-motivated
- Proactive, driven by the requirements of your projects

**Key IVR Limited**, 8 Durham Lane, West Moor Park, Armthorpe, Doncaster, DN3 3FE

t. +44 (0) 1302 513 000, [sales@keyivr.com](mailto:sales@keyivr.com), [www.keyivr.com](http://www.keyivr.com)

Company Registered in England No. 6512297, GB VAT Registration No. 937 0404 35

- Collaborative with other team members and happy to share the wider team's success as much as your own
- Tenacious, Resilient, Disciplined, Well Organised with excellent Time Management skills
- An intelligent, quick thinker
- Present professionally both on a personal level and to clients
- Thrive on being personally accountable for project success and quality delivery
- Have an infectious enthusiasm for your projects' success
- Able to contribute to even further developing a strong and supportive culture of delivery which already exists within the team and across the company
- Ambitious for further career and personal development in a company that has significant scope for future growth and success
- Leadership potential as there is the opportunity to grow within the business, as the business grows, roles will adapt and change within the business

Comprehensive induction and training will be provided on the company's products and services.

Salary to £35000 per annum

### **How to Apply**

Please email your application to [careers@keyivr.co.uk](mailto:careers@keyivr.co.uk). No agencies please.

### **Background:**

Key IVR is an industry leading SaaS business, already a market leader in the UK, with the potential to dominate the customer payment solutions and IVR services technology space internationally. To underpin planned, massive, growth, the company is seeking to appoint a number of high calibre individuals right now across a number of, mainly already existing, roles.

Job Posted: October 2018

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