
JOB ROLE	Project Manager
Location	Kew / Brentford TW8
Job Type	Full-time
Salary Offered	Competitive package and benefits

This is a great opportunity to join a busy team working on own multi-channel e-commerce software, many Magento e-commerce websites for various high net worth companies, famous museums, and many more; also responding to about 50-100 inbound support requests a week for e-commerce software support.

We're on the lookout for a passionate developer who immerses self in team building, management, requirements gathering, project planning, client interactions & coordination, end-to-end development & delivery in various web & Microsoft technologies. The role will suit an IT Graduate with a qualification in computer sciences, programming or similar with project management experience of minimum eight years.

About You ...

- Strong management and leadership experience including abilities in influencing, empowering and mentoring implementation team members.
- Strong conflict resolution, negotiation, business and customer service skills including experience partnering successfully with clients on technical needs and delivering solutions tailored to client needs.
- Organisational and time management skills including solid people management and project management experience involving the ability to manage project financials and multiple projects of various size, scope and complexity simultaneously and within budget.
- Software lifecycle and enterprise software knowledge required.
- Excellent planning, organisational skills and the ability to follow-through until the process is completed.
- Exceptional customer service skills.
- Excellent verbal and written communication skills to articulate technical and non-technical information to various audiences including management.
- Proficiency using computers and exposure to IT infrastructure components.
- Strong decision making and problem-solving skills.
- Strong analytical ability, particularly in a technical environment.
- Proficient in Microsoft Word, Excel and Project.
- Demonstrated ability to prioritise and complete multiple tasks in a fast-paced, technical environment.
- Demonstrated ability to maintain a positive, professional attitude.
- Knowledge on Microsoft office & Technologies
- Knowledge of any source control management tool (preferably SVN Tortoise)

You're Ideal If You've Done Any of the Following ...

- You've previously worked on an eCommerce related project
- You've got previous experience working in the marketplaces like Amazon or eBay, using Shopify, Magento or BigCommerce

As a Project Manager, You'll Be ...

An enthusiastic, upbeat individual who is quick to learn, has a genuine interest in online business and the skills and experience to help our clients grow their businesses. You'll also need to be able to keep up with our dynamic Technical Director, helping prioritise the department's key issues while resolving client's queries quickly and efficiently.

Your Role Will Include ...

- Develop the implementation project plan and officially start projects by conducting kick-off meetings with clients and other staff as needed. Project plans outline the scope, schedule, and budget of the project, as well as each party's responsibilities and mutual commitment to contribute adequate resources to follow the plan.
- Work with the sales team as the contract is signed, becoming familiar with contract requirements, program modifications, and other site-specific background information.
- Manage and assume accountability for all aspects of projects related to the delivery of client software and services including:
 - Acquiring and coordinating the necessary resources to meet project needs.
 - Planning and tracking all project activity.
 - Guiding the client through release planning in support of the overall project schedule.
 - Tracking project hours and submitting project progress reports by due dates.
 - Monitoring and reviewing revenue recognition and bringing concerns to management as needed.
 - Managing scope, time and cost to meet client commitments.
 - Managing communication throughout the team and stakeholders.
 - Managing the quality of project team deliverables.
 - Managing the project budget.
 - Documenting and reporting status and issues.
 - Identifying, reporting and managing risks; overcoming project obstacles.
 - Acting as a client liaison and representative communicating client feedback to appropriate Tyler representatives; acting to resolve outstanding issues on behalf of a client promptly.
- Conduct planning sessions with the client's key functional leaders to create a series of documented management plans that specify the project plan and scope.

- Ensure that resources are scheduled and monitor progress to ensure compliance with the project plan, immediately notifying affected stakeholders of any schedule changes.
- Use departmental sites/calendars/systems to publish a summary of key dates and issues to all stakeholders involved in the project, such as development, implementation, support, and other project managers.
- Obtain regular feedback from clients regarding project status and quality of service and take immediate corrective action as required.
- Anticipate, identify, and resolve roadblocks, such as hardware, software, or networking incompatibilities and unresponsive third-party vendors or clients.
- Communicate completion of milestones to clients and secure formal acceptance from them.
- Upon project completion conduct meetings with clients to ensure a smooth transition of services from implementation to support.
- Communicate with the implementation staff and management regularly, ensuring timely delivery of schedules and revenue projections; relaying personnel, client, contract, and departmental issues; seeking assistance as needed with meeting revenue goals; and responding to directives that are issued to meet department goals.
- Manage implementation resources to maximise performance and deliver expected revenue goals.
- Maintain the project team's calendar commitments by keeping all project event information current.
- May identify add-on sales opportunities and manage contract addendum and purchase orders.
- Travel to client site as needed.
- Perform other duties as assigned.

What you'll need to succeed ...

Our ideal candidate would be a technically-savvy problem-solver who enjoys using their knowledge and skills to address client's enquiries. Commitment and enthusiasm for our services are essential - we expect all employees to contribute to the continuous improvement of the company and be part of our success.

Our Ideal Candidate Will ...

- Possess a pro-active and positive approach to problem-solving
- Have a passion for technology, particularly e-commerce
- Possess strong communications skills (both written and oral) and be comfortable using modern technology
- Have the confidence to deal with senior level clients and members of their team
- Be able to think creatively and contribute ideas to resolving client's queries
- Be comfortable using their initiative while knowing when to escalate critical issues to their manager
- Be well organised to ensure that no client queries are lost or ignored
- Be capable of working effectively with our team of customer support agents
- Be reliable and punctual

About 247 Commerce

247 Commerce is an e-commerce agency which designs, develops and integrates beautiful, technically advanced web shops for clients including the V&A Museum, Marks & Spencer, the National Theatre, the British Museum, Royal Navy, and multiple small and medium-sized businesses.

We're an officially accredited Magento Business Solution Partner, offering bespoke web store development services featuring highly customised integrations with client's existing software systems. This usually includes integrations with third-party ERP software, warehouse management solutions, CRM systems, payment gateways, shipping services, as well as a vast range of retail software solutions available on marketplaces.

We're also the developer of 247 CloudHub, a multi-channel e-commerce integration tool, which helps online retailers automate key operational processes, reduce costs and manage online selling operations efficiently. CloudHub's modular architecture and highly customisable features provide businesses with a single lightning-fast cloud-based system with all the tools required to scale e-commerce businesses efficiently across multiple websites and marketplaces.

We're looking for someone who combines great listening skills with a courteous manner and who is responsive to clients' needs. We do expect our employees to show commitment to the success of 247 Commerce, and in return, we offer a great package along with a strong commitment to helping you reach your career goals.

You'll have plenty of learning opportunities and will work with incredible people on technically advanced e-commerce projects across the retail industry.

How to Apply ...

You must be eligible to work in the UK and, ideally, would be an IT Graduate with a qualification in computer sciences, programming or similar.

Applications in the form of a CV, which emphasises relevant skills and experience, together with a covering email, setting out why you'd like to be considered you for this role, should be sent to: jobs@247commerce.com.

247 Commerce is an Equal Opportunities Employer. It's important to us that 247 Commerce offers an inclusive and fair workplace for everyone. We work hard to offer a flexible working environment for all. We encourage an open and supportive atmosphere, where everyone feels included.