

Job Description for Hiring New Employees / Contractors

To apply for this role, email your CV to hr@mercuriusit.com

Job Title	Program Manager
Job Type	Full-time
Location	India
Line Manager	Practice Head
Main Duties & Responsibilities	<ol style="list-style-type: none"> 1. Planning and designing the program / resource allocation(s) and proactively monitoring its progress, resolving issues and initiating appropriate corrective action. 2. Defining the program's governance arrangements. 3. Ensuring effective quality assurance and the overall integrity of the program - focusing inwardly on the internal consistency, and outwardly on its coherence with infrastructure planning, interfaces with other programs and corporate, technical and specialist standards. 4. Managing the program's budget, monitoring expenditure and costs against delivered and realized benefits as the program progresses. 5. Facilitating the appointment of individuals to project teams. 6. Ensuring the delivery of services from projects is to the appropriate level of quality, on time and within budget, in accordance with the program plan and program governance arrangements. 7. Ensuring there is allocation of common resources and skills within the program's individual projects. 8. Managing third party contributions to the program. 9. Managing communications with all stakeholders. 10. Managing both the dependencies and the interfaces between projects. 11. Managing risks to the program's successful outcome. 12. Working with the business support manager on the transition to the new business as usual position. 13. Initiating extra activities and other management interventions wherever gaps in the program are identified or issues arise. 14. Reporting the progress of the program at regular intervals to the Senior Management Team.
Basic Qualification	The candidate is expected to have a postgraduate degree, or significant experience. Certification from the Project Management Institute (or similar) as a Program Manager (PgMP) would be a distinct advantage.
Experience	It is expected that the successful candidate will have a minimum of 5 years Project Management, and 3 years Program Management experience in a Packaged Application Business such as CRM, PLM and ERP implementation etc. Experience in other industries would be considered where similar.

Knowledge and Skills	<ol style="list-style-type: none">1. A strong and demonstrable track record in successful project management with small to medium teams and commercial projects in excess of £100k.2. Experience in Solution and Service Delivery in an IT industry, preferably packaged applications or bespoke application development.3. Experience of managing diverse teams and especially offshore service delivery to an onshore customer.4. Experience of managing a team of project managers, and, or projects. It is crucial that in these cases the delivery resources are shared between projects rather than individual stand- alone project teams.5. Experience of Stakeholder Management with senior executives in customer organizations.6. PMI or similar certification(s) in project and program management.7. Excellent communication skills.8. Excellent written skills in preparing formal documents and preparing and delivering presentations.
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