



Delivery Programme Manager

About Airbox Systems

Airbox Systems is the leading comprehensive situational awareness tool for elite professionals. Launched in 2008 with a core mission to help save lives and support those in the operational field, Airbox Systems holds interoperability at its heart. Bringing together all of the emergency response units across the country the hope is to enable these operators through a clear and comprehensive situational awareness software.

Driven by passion and great people who share our enthusiasm for trying to make the world a better place, our team includes individuals with backgrounds in military, aviation and law enforcement. Bringing first hand insight of frontline operations in the air and on the ground to enable cutting edge concepts for improving the service that we deliver.

The suite of situational awareness tools can be used across web, desktop, and mobile applications, using the latest technologies. These are designed for planning, execution and after action review, and are trusted by Law Enforcement, Military, Special Forces, Search & Rescue, Fire and Medical Emergency Services around the world.

Main Duties & Responsibilities

As the Delivery Programme Manager, you will be working to support the Operations and Commercial Director to coordinate the implementation of Airbox System's solutions with Public Sector clients. This is a great and varied role where you will be involved in every aspect of the project lifecycle, coordinating multidisciplinary project teams, both internally and externally. You will be joining a fast-paced environment where you will be working on multiple, concurrent, complex projects.

Your role will be responsible for reviewing contracts and tenders to extract KPIs and deliverables and create project plans based on these, ensuring Airbox Systems meets their client's expectations. You will be working to co-ordinate delivery teams consisting of Support Engineers, Account Managers, and Training Managers, ensuring implementations are completed on time and on budget. You will also coordinate with external client teams to agree the implementation programme and manage their implementation. Reporting is key to the business and to our public sector clients, so we will also be looking for you to produce monthly and annual KPI reports.

Accountabilities

- **Handover** – Manage Project handovers from Business Development teams to Operational delivery teams.
- **Create and Manage Specific programme and Project Plans** ensuring that implementations are completed on time, within budget meeting customer and business expectations.
- **Co-ordinate implementation** of Airbox systems' solutions in accordance within agreed client Contract.
- **Support** the management of risk and issue resolution with the Operational and Commercial teams.
- **Monitor and Refine.** Ensures that the project milestones/goals are met and adhering to the approved budget.
- **Capture and Report** Contract KPI as per framework contracts on a monthly basis to client and business.
- **Deputies.** To deputise for the Operational and Commercial Director, regarding daily operational management in his absence to enable the effective running of Airbox Operations.

Communication

- Communicates comfortably with internal and external stakeholders
- Able to business partner with internal stakeholders and build relationships accordingly
- Develops long term and robust relationships both internally and externally.
- Strong written communication to brief, plan, and report on the project

Behaviours and Team Work

- Systematic Project Management
- Able to be flexible and pragmatic when required
- Able to work in cross-department teams and build trust with Emergency Service Project Teams
- Openly shares views in a truthful and constructive way
- Actively listens to other people and uses their experience to understand, learn and grow.
- Takes ownership for seeing things through.
- Understands how their contributions affect the team, department, and company
- Builds and maintains good relationships with their team department and across the company

Knowledge & Experience Required

Essential

- Proven experience in project / programme management
- Experience working on IT software implementation projects
- Ability to create and manage project plans from scratch
- Creating and managing project Monitoring and Reporting procedures
- Excellent communication skills with both internal and external stakeholders
- Solid organizational skills including attention to detail and multitasking
- Pragmatic to get things done and align multiple stakeholders

Desirable

- Project Management Professional (PMP) / PRINCE II certification
- Previous experience working with public sector clients

Airbox Systems is an equal opportunity employer. We are committed to building a team which represents a variety of backgrounds, perspective and skills.