

# Job Description

## *Client Relations Projects Leader*

### **ROSCOM HQ**

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## Job Description

|              |                                  |           |            |
|--------------|----------------------------------|-----------|------------|
| JOB TITLE    | Client Relations Projects Leader | LOCATION  | Derby      |
| REPORTING TO | Client Relations Manager         | VERSION # | 1.0        |
| COMPANY      | Roscom Ltd                       | DATE      | 09/01/2012 |

### REASON FOR RECRUITMENT

- The need has arisen within our 'Clients Relations Department' for the position of 'Projects Leader'. This role has been highlighted as a requirement to aid the Client Relations Manager to focus on fulfilling the very best planning and project guidance to deliver a solution that is within scope but exceeds client's expectations.
- Its needs involve day to day interaction with internal departments but moreover, special attention to client interaction, their teams and departments to ensuring a project is delivered effectively and efficiently.
- The Client Relations Department take full responsibility for new projects from the sales team and complete the rollout including delivery of infrastructure, hardware, software, training and support. The role of Project Leader will focus on client direct contact with the planning and scoping of the project, eliminating risks while ensuring deadlines are kept and agreed scope is achieved.
- Successful recruitment of this position will fulfill the need to have dedicated personnel focused on project delivery to ensure the whole project roll out is managed and controlled.

### IDEAL CANDIDATE & INDUSTRY KNOWLEDGE

Be from a customer facing background - front end and client management of projects is essential.

Show history of the ability to manage projects successfully.

Be able to show an understanding of clients' needs and expectations.

Additionally, must have proven record of successful interactivity with other internal departments.

Must be extremely organised and be able to work under pressure.

Be able to control defined deliverables while still having consideration for client relations.

Excellent MS office skills in Project, PowerPoint, Excel & Word.

### PRE-REQUISITE SKILLS

- Well organized, flexible and have particular attention to detail
- Highly driven and enthusiastic
- Strong problem solver
- Be able to interact with clients at a level showing professional commitment with a personal touch
- Strong written and oral skills
- Reliable and trustworthy to obtain the highest respect by clients and internal teams.

## KEY RESPONSIBILITIES AND ROLE OBJECTIVES

### Overview

*To lead projects through the Client Relations Department in an organised and controlled manner.*

*To ensure what has been committed by the company is delivered, correctly and timely.*

*Operate in a positive, optimistic yet realistic manner.*

*Be very customer facing, this is not a back office position and the ideal candidate will be expected to demonstrate excellent client relations skills.*

#### **The main aspects cover:**

- Taking over from the sales / commercial team to plan and manage with the Clients Relation Manager the roll out of services, projects and solutions.
- The ability to provide top level down to detailed reports dependent upon audience of project status.
- To have an understanding of planning and scoping multiple projects at one time.
- Be a people person, trustworthy and credible when making commitments both internally and externally to clients.
- Show proactive thinking while planning and managing a project.
- Show great mediation and negotiation skills.

### Responsibility Flows

- Ensure delivery expectations are delivered, correct and on time.
- Capture this information in a well organised manner with excellent data control
- Provide face to face contact with customers giving particular attention to audience needs
- Maintain and promote a good working atmosphere and relations with other staff
- Adherence to communication methods and processes
- Adherence to correct information keeping and storing methods
- Roscom has a worldwide client base and therefore overseas travel as essential and would be required as part of this position.

### Specific

- **To absolutely ensure Roscom projects are delivered within scope, to expectation, without risk and in a timely, effective and efficient manner.**

#### ADDITIONAL PREFERENTIAL SKILLS

- To be able to put yourself and your team in the eyes of the client to ensure client satisfaction is always addressed in the best business practice manner.

## Revision History

| Version | Author      | Description       | Date       |
|---------|-------------|-------------------|------------|
| 1.0     | A Calladine | Original Document | 09/09/2011 |

## Access & Approvals

|                 |              |
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