

## Delivery Manager

<b>Reports To</b>	<b>Director of Consulting</b>
<b>Employment Type</b>	<b>FTE</b>
<b>Function</b>	<b>Consulting</b>

### Introduction

Konvergent is currently looking for a dynamic Delivery Manager to assist our Director of Consulting in:

- ▶ Ensure the smooth delivery of consulting projects
- ▶ Organisation and management of projects and associate resources
- ▶ Ensure deliverables are met and quality standards are maintained
- ▶ Ensure client acceptance and client satisfaction

### Key Responsibilities

- ▶ Work with the Managing Partner and Consulting Director to ensure client-facing projects are scoped, mobilised, managed and closed professionally. Ensure projects are managed to budget (time & cost tracking)
- ▶ Set up and run project ways of working across the client delivery lifecycle. Production of plans, weekly / regular status reports and risk/issues logs, ensuring standups and project control points (weekly checkpoints, mid-point and end-point reviews, etc) take place per schedule
- ▶ RReview deliverables with the project team and ensure that they answer the “exam question of each phase.” You will be expected to push back and or escalate if you feel the deliverables are sub optimal.
- ▶ Client and backlog management. Ability to ensure the engagement runs according to an agreed backlog and manage client expectations & priorities, escalating internally where necessary
- ▶ On-board contractor and associate resources into the Konvergent client delivery management framework
- ▶ Client experience and delivery assurance: engage on client site approximately 40% of the time to ensure client relationship management and delivery quality and effectiveness
- ▶ Ensure that deliverables are produced on time and according to the agreed / specified ‘definition of done’ in order to drive efficient invoicing and cash-flow
- ▶ Ensure Konvergent standards are upheld by associates and consultants in terms of deliverable methodology/process, format and standard

- ▶ Help to manage the forward plan and flow of work into the Konvergent Visual Comms team to ensure forward visibility of deliverables & effort, and to avoid overloading or last minute requests for visual comms
- ▶ Continuous enhancement of the Konvergent client Delivery Management framework and client experience
- ▶ Ensure that Konvergent is commercially projected and it's best interests are look after.

### Skills & Experience

- ▶ Experience working within a boutique consultancy
- ▶ Experience of scoping and managing projects and awareness of ensuring the work is correctly scoped and de-risked
- ▶ Experience / comfort running several concurrent small projects potentially across different clients
- ▶ Excellent and confident communicator with the ability to deal with politically challenging environments and stakeholders with conflicting priorities
- ▶ Experience of managing multiple complex, concurrent projects and associated deliverables
- ▶ Strong commercial awareness and the ability to spot risks that could jeopardise Konvergent's commercial position
- ▶ Willingness to support the pre-sales process from a project scoping perspective.
- ▶ Ability to manage very senior stakeholders and face off to CxO level during steering committee and project review meetings
- ▶ Strong time management skills, ability to ensure that projects are tracking to budget, mainly from a time and resource perspective.

### Personal Characteristics

- ▶ Detail and task-oriented thinker.
- ▶ Integrity.
- ▶ Capacity to get involved in detail and see the big picture.
- ▶ Strong leadership skills
- ▶ Excellent communication skills
- ▶ Energised by the challenge of 'context switching' between assignments, able to drive outcomes in short timescales (typically 10-12 week engagements)

### How to apply:

We want to hear from you if you are the passionate and outcome-focused individual outlined above. Please send us your CV and cover letter to [careers@konvergent.co.uk](mailto:careers@konvergent.co.uk)

### Equal Opportunities

Konvergent is committed to encouraging diversity and inclusion as an employer and services provider. We aim to be truly representative of all sections of society and encourage an environment where everyone is respected and performing to the best of their ability. We do not and will not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age.