
Kefron – Client Delivery Manager

Position Reports to: Head of Operations

About Kefron

Kefron is a family owned document and information management company.

Kefron is a people business and we are experts in what we do. People like doing business with people who work closely with them to understand their needs. That's why we recognise that our core strength is our people and because of this, our people pride themselves in getting things right.

Our Vision: People like doing business with people who have a real understanding of their needs. We take Pride in pleasing customers by getting things right. This is our core strength and the foundation for sustainable growth.

Our Mission: To get closer to our customers. See the need, deliver the solution

Our Values:

- Passion & Pride
- Security & Trust
- Initiative & Ownership

Job Purpose:

As a member of the Operations Management Team, you will have full responsibility for the delivery of the projects driven from Sales, Marketing, Operations and Product Management. This is a client facing role. This position provides an excellent opportunity for career development.

Key Responsibilities (Key Responsibilities include, but may not be limited to)

- The management of delivery team and project onboarding of new customers.
- To oversee the efficient execution of lifecycle phases for implementation and support large or multiple small projects. Activities include coordinating resources, schedules, task assignments, project plans and often performs systems analysis
- Serves as the primary contact for operational projects delivery acting as main point of contact after contract has been signed.

- Provides advice on methods and recommends changes and improvements of project management processes, process design solutions and process improvements.
- Manages overall project communication and resolves issues
- Works in conjunction with the Commercial and Quality team in the preparation of the business case, cost/benefit analyses, contingency planning and risk assessment.
- Ability to maximise margins through the full lifecycle of the project
- Budget management & cost control
- Delivery of service may involve some UK based clients

Personal Specification

Principal Qualifications Required:

- Relevant third level project management degree (or a business equivalent) is essential for this role

Training Required (Formal & Informal):

- Experience of an Agile project delivery environment is preferred
- Experience of Project Management tools (e.g. MS Project)

Work Experience Necessary:

- Proven ability to deliver projects in a fast- paced business environment with a passion for project management and delivery
- Demonstrated experience in earned value planning and senior management project status reporting
- 2-3 years' experience in a management position.
- Experience managing a team of 6 or more
- Experience in document or content management solutions desirable but not essential

Personal characteristics:

- A professional and very dynamic person that can adapt to the ever-changing environment of Kefron.
- Must be high energy and self-motivated and deliver on agreed commitments in a professional and timely manner.
- Excellent communications and relationship management skills
- Must be a team player, yet highly self-driven and ambitious
- Strong organisational skills in order to deliver on customers' expectations.
- To have the ability to set realistic individual objectives to drive departmental goals.
- Must have a financial understanding and have the ability to maximise margins.
- High level of proficiency with computer systems such as Microsoft Word, Excel, Outlook and PowerPoint.