

Job description – (Customer Project Manager)

1. Job details

Job title	Customer Project Manager	Reporting to	Head of Customer Project Management Southern Europe						
Job ID	N/A	Supervisor	Head of Customer Project Management Southern Europe						
Function	Customer Project Manager Southern Europe	Level of seniority	<table><tr><td>Junior</td><td>Intermediate</td><td>Senior</td></tr><tr><td>X</td><td>X</td><td>X</td></tr></table>	Junior	Intermediate	Senior	X	X	X
Junior	Intermediate	Senior							
X	X	X							
Travel commitment	10 - 30 %	Position type	Full time or part time						
Supervisory responsibilities	N/A	Budget responsibility	Responsible for budget of assigned projects						
Deputy	To be defined locally								

2. Job overview

Job overview / summary	Your purpose is to successfully deliver ST+S customer projects that meet customer expectations with best possible quality design, on time and within agreed budgets. As a part of the G+D Family business you commit to uphold our Business Values to be; • Innovative (break new ground with courage and passion, strive for change) • Collaborative (win together, support each other for success, learn from each other) • Reliable (live your role, take responsibility for success, be measure by results). And as a member of the ST+S Customer Project Management team you contribute to the growth and success of the ST+S business and participate in striving to be an individual and organization that is; • High performing • Customer centric; Can-do, will-do • Solution oriented • Innovative and creative in your thinking • Consistently quality and security strong
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QPLANET GLOBAL SERVICES LPP

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Objectives	• Manage customer projects and associated products, achieving all objectives to customer quality requirements, on time and to budget project cost/activity times. • Manage customer expectations to ensure business requirements and reputation are protected, ability to work autonomously and escalate issues when required (ie allowing sufficient time for remedial steps to be effective). • Understand the ST+S product portfolio and customers' business to actively promote best use of G+D's portfolio. • Align all project design/product builds with the customer ensuring they understand and approve. • Build project schedules incorporating project dependencies, and track activities through minutes. • Communicate clearly the project timeline to the customer and provide regular updates on progress, negotiating required changes as needed. • Utilizing internal and external experts as required, build project designs for the complete ST+S product portfolio (from physical to digital). • Monitor project staffing requirements and review requirements with Department Managers to ensure project delivery outcomes are achieved to lowest possible cost. • Champion internal and external activities to ensure project deliverables are met on time, directing and coordinating assigned resources. • Ensure all approvals from customer and internal and external stakeholders is obtained at required milestone events and ahead of project proceeding to next steps. This includes all appropriate rounds of test cycles. • Receive external customer and internal operations signoff ahead of project Go Live. • Report to Steering Committee/Management on a project basis as required. • Recommend process and infrastructure improvements that support Right First Time outcomes to ensure we Impress our Customers and Create Business Value. Actively seek continuous improvement for self and all outcomes expected of role. • Recommend, implement and support processes that further departmental needs – E.g. Agile. • Compliance with G+D Occupational Health and Safety (OH&S), Security, Quality and Environmental policies, procedures and work instructions as applicable to this position. • Ensure key relationships and interfaces within all departments of G+D are maintained and enhanced to provide an excellent standard of communication and working relationships.
Accountabilities	The Customer Project Manager is accountable for the successful delivery of ST+S customer projects in budget, on time and in quality. This starts in the Sales phase of the project, where he assists the Sales team in technical matters, and ends with the hand-over of the project into the business as usual organization. The project has to follow G+D Mobile Securities global procedures as well as any additional local guidelines. For payment card projects the following process applies:

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	All project requirements and deliverables are properly documented in the provided systems and tools. The project process is regularly reported to internal and external stakeholders. In case an escalation is required, this is done immediately.
Responsibilities	tbd
Decision mandate	Disciplinary decision mandate N/A Functional decision mandate All decisions to be made within the scope of the project.

3. Qualifications

Education and experience	- Bachelor or Master Degree in mathematics, computer sciences, business administration or similar - Formal qualification or relevant experience in Project Management methodologies (eg IPMA, Prince2, Agile) - Proven ability to represent business to manage customer expectations and provide the customer confidence in implementing projects
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	• A strong understanding of project methodology principles, including planning and project governance. • In-depth understanding of the sequence activities required to transition a customer into BAU operational environment. • Proven ability to achieve deliverables across a cross-matrix environment (operations, technical, customer service etc). • Proven ability to multi-task and handle multiple activities/projects concurrently. • Ability to prioritise and analyse issues; pro-actively identify and mitigate risks. • Ability to estimate tasks timeframes and deliver within those timeframes. • Intermediate analytical and presentation skills across Excel, PowerPoint, VISIO, MS project and work skills. • Strong understanding of the payment ecosystem including EMV. • Ability to present, for example the project status to the customer and internally.
Knowledge and skills	• Outcome Orientated Focus on achievement • Dynamic and Forward facing, Engaged with our customers, • Rich in Knowledge of our industry and Market place • Entrepreneurial • Accountable for our actions, • Act with a sense of urgency • Encourage communication • Respectful of Quality & Operate with Integrity • Respectful of People and unified in our direction.



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