

Cyber Security Services

Delivery Manager

Terms Of Reference

Location - Work from home.

Type of engagement - Full time employee

Overview

Working as an experienced business deliver manager professional at Fortis Cyber Security Limited, Milton Keynes. You will have the responsibility and accountability for all management, planning and execution functions necessary to ensure the smooth running and compliant delivery of Fortis services to our clients.

You'll be adept at managing the delivery of projects, breaking down barriers for the delivery team, dealing with client escalations and planning at a higher level in the business, and then getting into the detail with your team members to make things happen when needed.

You will be core to decisions that build high performance delivery, where people are excited about the work they are undertaking.

Working hours and days

40 hours per week.

Competencies

Knowledge of Microsoft office suite, primarily word, excel and occasionally power point. Will learn Asana and other project management tools.

Primary Responsibilities

1. Management of all Fortis client engagements regarding service delivery including delivery processes and managing the delivery of projects.
2. Managing the post-sales delivery, employees and associates including creation of high-level project plans, associate assignment agreements, intermediate and final reports, project management, delivery updates etc.

3. Supporting clients in the creation of pre-sales and post-sales documentation and materials including deliverables, scope of works (SOW), authorisation forms, target packs and collating relevant information to aid successful service delivery.
4. Responsible for ISO 9001 quality management aspects of all client facing phases.
5. Helping to maintain an excellent client experience when dealing with the delivery functions of Fortis.
6. Work with the sales and delivery team to plan a delivery rhythm, ensure common priorities, manage dependencies and remove blockers.
7. Managing the recruitment and on-boarding of delivery employees and associates and taking them through the process.
8. Helping to identify and locate suitable candidates to join the Fortis associate pool.

Soft skills

1. **Excellent Organisational Skills:** You will need to be very organised in order to effectively plan and ensure smooth delivery of projects and tasks.
2. **Project Management:** the ability to be prepared and to organise others to ensure that the information required to start a project or task is complete so the work can begin on-time.
3. **Detail Oriented:** Be able to check that the delivery process has been executed in full for projects and tasks and identify elements which are missing so they can be remediated.
4. **Exercise of Judgement:** Be able to use your high levels of initiative and your independent judgement in determining what needs to be delivered and the best working practices to achieve the client deliverables.

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