



Project Manager

Document Details

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Project Manager	Kaley Tighe	04/08/2021	RV2	Release

About ITM Communications Ltd

ITM is a leading independent provider of specialist ICT infrastructure solutions and services based in Milton Keynes, UK. We employ around 75 experienced personnel and serve blue-chip clients throughout the UK, and further afield. We offer capabilities in five key areas of IT Infrastructure and Services: Structured Cabling & Wireless; Data Centre Infrastructure; Converged Solutions; Offsite Build & Test and Site Services. We directly employ, and security clear our own personnel, who each receive regular training and are experts in their field. Our success has been built upon an ability to develop very close working relationships between our employees, clients, business partners, suppliers and other key stakeholders.

Position Details

Job Title	Reports to	Department	Security Level
Project Manager	Mike Jackson – Director	Operations	SC
Location	Hours		
Field Based	Monday to Friday 09.00 – 17.30 – 37.5 hours per week		
Closing date for applications	Ongoing		
Apply to	HR@itm.uk.com		

Job Purpose

The ongoing growth and success of ITM has created a new opportunity for a Project Manager to deliver a range of Infrastructure Solutions & Services into our Clients.

Project and service requests vary significantly, ranging from ongoing small works to large campus projects, often encompassing one or more of our core services. The ability to add value to our Clients by working closely with them, proactively identifying and implementing innovative, high quality solutions is essential. It is expected that you will manage site based engineering teams headed by a site manager / supervisor with potentially multiple streams of work taking place at any one time.

The successful applicant will be responsible for building and maintaining a successful relationship with our Clients and will provide onsite assistance, management and administration of Network / Cabling and other projects ensuring that quality is maintained and deadlines are met whilst ensuring the project delivers the expected profit margin. Provide leadership and direction to others and be fully aware of emerging standards and technologies and their implementation.

Location is flexible with regular travel throughout the UK and overseas. Salary negotiable depending on experience.

As a List X company, we may request as a condition of employment that you gain in SC Clearance.

Key Accountabilities

Project Delivery Planning and Monitoring

- Deliver a high-quality service whilst maintaining profitability targets.
- Defining project plan to complete within necessary timescales.
- Complete Risk and Method Statements.
- Maintain and assume responsibility for quality standards.
- Ensure delivery staff on projects are appropriately qualified.
- Maintain responsibility for health and safety on site in line with site and ITM standards.
- Ensuring H & S requirements are clearly communicated and understood by the project team.
- Manage change control via variations and ensure that these are documented and approved according to contract processes
- Protect the Companies interests.
- Arrange materials and confirm they are correctly ordered in terms of costs, quantities and part numbers.
- Produce any required project documentation and management reports as required.
- Understand conditions of PO / Contract i.e. payment schedule, programme of works, labour recording etc.

Financial

- Manage and report any project variations by the agreed process.
- Timely sign-off of works or project for invoicing.
- Completion of monthly payment application when required in advance of application date.
- Monitor labour and materials to ensure no over spend.
- Proactively manage (improve) the financial position of the project where possible.
- Provide detailed cost vs budget reports when required.
- Detailed cost monitoring of actual, committed and forecasted spend to ensure quoted margin is maintained or bettered.

Documentation

- Completion of Bluebook (cost spreadsheet) for all works.
- Generate survey and quotation documents.
- Keeping CRM updated with all documentation.
- As fitted / O & M documentation.
- Completing materials and labour requisitions.
- Completing forecasts.
- Completion of Daily Engineer Resource Records.
- Preparing quotations or variations on ITM Templates.
- Ensuring Warranty documentation is completed.
- Creating Risk and Method Statements for project tasks.
- Weekly submittal of timesheet detailing time on projects.
- Weekly RAG report.
- Completion of other administrative documentation as required.

General Requirements

- Smart appearance.
- Self-sufficient.
- Good communication skills – verbal and written.



- Awareness of project methodologies e.g. CTPM.
- Good attention to detail.
- Good financial awareness.
- Proficient with Microsoft Office applications.
- Proficient with ITM internal systems including iComply, Job watch and CRM.
- Flexible working in line with project demands may be required.
- Proven experience in service delivery
- Adherence to Company Health & Safety Policy

Staff Management

- Ensure project staff are appropriately skilled, security cleared and motivated.
- Ensure project staff are appropriately attired and represent ITM in a professional manner
- Induction on site and ensure delivery team understand project requirements.
- Complete tool box talks.
- Clearly communicate all H & S policies.
- Ensure appropriate PPE is worn and any identification required is always carried.
- Manage subcontract resource to the same standards as ITM employees.
- Ensure timely submissions of time sheets.
- Ensure ITM processes and contract processes are followed by the project team.
- Request ITM resource via the Job Watch system or as directed to by the Service Desk.
- Provide balanced score card information on resource performance.

Person Specification

Essential Behaviour and Skills/Competencies

- Entrepreneurial with an ability to innovate and solve problems.
- Strong client interface skills and great customer service focus, ability to present at tender interviews.
- Exceptional planning, organization, numerical, communication and presentation skills.
- Profit awareness and accountability.
- Technical and design knowledge of leading structured cabling system vendor solutions.
- Knowledge of Data Centre, Office and Campus SCS design, Wi-Fi solutions, Equipment roll-outs, Containment, Cabinets, PDU Strips and associated infrastructure.
- Understanding of current and future (BSI) structured cabling standards and specifications.
- An understanding and experience of cabinet level electrical infrastructure.
- Able to focus and deliver when under pressure as a team player.
- General industry knowledge and market place awareness.
- Competent in Microsoft Office suite – Excel, Word, Visio and MS Project.
- Awareness of CDM 2015.
- Flexible working in line with project demands may be required
- Willingness to keep up to date with new technologies and a recommender of new technologies.
- Ability to delegate and run a number of simultaneous projects.
- ECS Data communications card holder

Desirable Behaviour and Skills/Competencies

- Familiar with using a Customer Relationship Management (CRM) system.
- Experience of using Office 365 SharePoint / Yammer.
- A basic understanding of network infrastructure is desirable.
- Experience of Wi-Fi and AV / Digital Signage would be advantageous.
- Attainment of relevant professional qualifications as required e.g. CTPM, RCDD, CDCDP, H&S etc.