



Collaboration Facilitator

Location: Eastern US

About TM Forum:

TM Forum is the global member association for digital business. We provide a platform for hundreds of global members across a wide range of industries – communications, technology, cities and municipal government, insurance, healthcare, and so on – to collaborate and partner to co-create, prototype, deliver, and monetize innovative digital services for their billions of customers.

Our vision is to drive the next wave of digital business growth – the digitization of every industry – by providing a common innovation platform to connect businesses, industries, and ecosystems. We do this in a highly practical and agile way through collaboration programs and communities which lead to rapid prototypes – ranging from digital business models to interconnectivity APIs – that have real world commercial applications. Complementing our collaboration programs, the Forum provides thought-provoking digital business research and publications, industry best practices and standards along with training programs to accelerate adoption, and events and workshops which connect top business & IT leaders to learn, network, and develop meaningful partnerships.

Position Summary

We are looking for a competent individual with great organizing and communication skills who might be a Project Manager, a Team Leader or an exceptional Executive Assistant who has direct experience of working within a project-based technical environment (IT/Telecoms/Computing) and who is passionate about industry collaboration to build a library of digital assets. You will work with leading global telecom, IT and service company professionals in cross-functional teams to help them define and design digital assets using agile principles to deliver the TM Forum vision and strategy.

Specific Responsibilities

Working with the Digital Collaboration Managers to manage day to day collaborative work to shape and develop and programmatically deliver digital assets and products. Working with the Member Collaboration Team Leads to help proactively reach out to and working with TM Forum Members to solicit user stories and requirements, generate continued engagement and onboard new Members.

- Support Digital Collaboration Managers in scoping and planning digital asset creation
- Help establish and form the digital asset delivery teams – help ensure the project and sub-team leads and co-leads are called for and appointed and trained
- Help schedule agreed team calls and that they are setup and posted in the collaboration tools
- Understand the balance between managing delivery to scope and allowing genuine development and reforming of the scope to reflect the team's refined thinking as they develop their understanding of the topic in question
- In the working / delivery phase, working with Program Directors, SMEs and Collaboration Member Team Leads to support the working calls and sessions to ensure they are running effectively. Attendance on **all** calls is not expected or required

- For the asset release, help with Program Directors, SMEs, Collaboration Member Team Leads and the TM Forum Release Team ensure deliverables are taken through their review, update, approval and release processes
- Understand IPR constraints and procedures for project work, Catalysts and Action Days
- Assist to Project manage the end-end product delivery and interfacing with all other required TM Forum functional teams including operational teams
- Help maintain program schedule and executive reporting
- Understand and follow Collaboration tools, guidance & processes, such as Project Charters, Confluence Project Spaces, Jira tools, etc.
- Understand, Member training and monitoring of asset development Governance and processes (e.g. Meeting minutes, IPR calls, Team approvals, etc.)
- Help planning and support of Team Action Days/Weeks/Live!
- Support and facilitate asset related support, feedback and inquiries from Members and users

Skill Requirements

To succeed in this role, post holders are likely to have a proven track record in most of;

- Project management of an end-end technical delivery or having acted as a project manager within a EA role in a technical environment
- working within a technical organization and understanding a working level of technical complexity
- working with people remotely in cross cultural/cross functional teams in a globally-matrixed organization
- excellent soft-skills including leadership and team building skills
- excellent written and verbal communication skills including good listening and attention to detail
- experienced minute taker
- expert diary management
- good MS-Office skills
- patient and resilient /tolerance & appetite for chaos / grey
- experience of Confluence desirable
- must be comfortable dealing with Senior Execs / Senior exec liaison
- problem analysis and issue solving
- knowledge of business and management principles and practices

For immediate consideration, please email your resume to recruit@tmforum.org.

An Equal Opportunity Employer

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