



Collaboration Operations Director

Location: Morristown, NJ USA or virtual

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 seeking an energetic, ambitious, self-motivated individual with proven experience of delivering success in complex, agile program management to lead operations for our core collaborative programs. The role demands a flexible individual capable of managing operations across a broad range of programs and activities, ensuring we deliver a consistent high quality experience of collaboration for our members, and meeting ambitious targets for our core programs.

Specific Responsibilities:

Program Management Office

- Develops and maintains an integrated top level program plan and facilitates group program reviews, ensuring the plan aligns with the overall direction and integrity of the strategic plan.
- Provides a consistent 'heartbeat' to the team and organization to ensure programs are managed consistently, decisions are made and deadlines adhered to.
- Leads implementation of standardized agile program management methodology, calendar of activities and commitments, overall program dashboards and reporting.
- Matrix manages a team of program managers around the world.
- Continuously improves the efficiency and effectiveness of how collaborative work gets done, spearheading new and experimental ways of working and industrializing proven tactics across all the programs.
- Works proactively with Program Directors, Program Managers and Member team leaders where a project requires special attention or is off-track.
- Establishes, maintains and improves appropriate tools and best practices for use by the team to drive effective collaboration to meet targets.

Collaboration Operations

- Ensures the team and organization have clear operating processes and procedures for collaborative programs, work streams, meetings and related activities.

- Ensures the member experience of collaboration is consistently high quality, rewarding and worthwhile professionally and personally.
- Delivers operational dashboards for team, senior management and Board level progress reporting and management purposes.
- Works with IT, Marketing and other departments to ensure relevant metrics and data are easily and regularly available to aid program management and effective decision making.

Resource Management

- Takes the lead role in ensuring efficiency across programs, and that the programs are adequately resourced for success.
- Builds and maintains a single 'source of truth' on priorities and resource utilization to ensure workloads are balanced and

Skill Requirement:

- Detail-oriented, organized individual, able to manage multiple tasks and deliverables to strict deadlines.
- Strong, proven program management experience and skills demonstrated in a wide range of operating environments.
- Proven ability to balance competing priorities, complex situations, and tight deadlines.
- Experience working in international business environments; ability to work with colleagues and customers across multiple time zones and cultures.
- Proven experience with evidence of success in a range of program management and operational roles.
- Confidence in working with senior executives across a range of international business environments.
- Excellent written, verbal, and interpersonal communications skills
- Ability to travel internationally between 6-8 times per year
- Equally happy working autonomously and in collaboration with others.
- Educated to Bachelor's Degree level. Master's Degree preferred.

Preferred:

- Professional training and qualifications in program management
- Fortune 500 international business experience
- Experience working from home office

Behaviors:

- High-energy, motivated individual with good problem solving abilities
- Committed, results-driven and customer-focused (both internal and external customers)
- Proactive and assertive
- Active listening – able to listen, interpret and respond in a controlled way
- High level of attention to detail
- Results and deadline orientation

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

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