Program Director

Location: London, UK/Western Europe

Introduction to TM Forum

TM Forum is a global association of over 850-member companies that generate US$2 trillion in revenue and serves five billion customers across 180 countries. We drive collaboration and collective problem-solving to maximize the business success of communication and digital service providers and their ecosystem of suppliers around the world. Today, our focus is on supporting members as they navigate their unique digital transformation journeys, providing practical and proven assets and tools to accelerate execution and platforms to facilitate collaborative problem solving and innovation. You can learn more at www.tmforum.org.

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.

Summary Description:

We are currently seeking a highly motivated Program Director, AI & data to join our Chief Technology Officer team, supporting the VP, AI, Data and Operations. The Program Director should have a proven track record in driving change and implementing ideas. We are looking for an individual who can energize and guide teams at different levels of maturity to achieve the best outcomes and continually improve. If you are looking for a firm with a strong team connection where you can be your whole self, have an impact, advance your skills, deepen your experiences, and have the flexibility and access to constantly find new areas of inspiration and expand your capabilities, then consider a career at TM Forum.

Critical Attributes

- Oversee the timely delivery of the project outcomes
- Facilitate and guide the production of all projects related documentation
- Identification, management, and mitigation of project Risks and Issues
- Guide project scoping and success factors
- Organize and assist with customer workshops and customer project meetings
- Communicate up and down the team structure
- Demonstrates leadership skills
- Able to influence and persuade

Skills and Responsibilities

- Execute the strategy for several projects
- Works across multiple project domains
- Develops a vision for the program which is communicated effectively
- Takes ownership for the delivery of the entire theme
- Understands project outcomes
• Works closely with the project chairs on sprint planning and delivery
• Steers the project and ensures it moves forward in line with strategy
• Own end-to-end production process and methodology (including feedback)
• Ensures effective delivery of assets
• Enable the collaboration playbook and plan the most effective way to meet the deliverables
• Manages Jira, Epics and tasks
• Run the meetings and take meeting notes
• Enable the funnel methodology
• Work with catalyst projects to join delivery of assets
• Understands the projects they are responsible for technically, strategically and/or regulatory.
• Develop solutions to complex problems
• Critical thinking and analysis
• Understand the context of their theme in the wider industry context
• Onboard new members to projects

Desirable Qualifications and characteristics
• Bachelor’s Degree (technical degree a plus) and ideally three years of experience
• Great communicator, both written and verbal
• Utilises existing project and program delivery experience to consistently deliver successfully
• Is prepared to say no and have difficult conversations
• Operate independently to drive programme outcomes as agreed
• Solves unique and complex problems that relates to the projects and have wider business impacts
• Great team player, working across the organisation
• Promote a positive, energising and fun environment
• Agile and solve complex problems
• Understands the motivations and skills of others to harness opportunities
• Understands and deploys cultural sensitivity
• Takes ownerships for developing relationships at all levels
• Can present to both internal and external audiences about their project area
• Great at developing relationships with members or external organisations
• Implement the strategic vision
• Build a community around the projects, attracting and engaging with members
• Communicates widely and keeps stakeholders informed and engaged
• Calls out others for not following values
• Adaptable and flexible to emerging challenges
• Understands end-user needs
• Constantly looking at improvements and new ideas for efficiency and impact

To apply
To apply for this position, please send your Curriculum Vitae, and a supporting letter explaining why you are the right person for the job, to recruit@tmforum.org

Diversity & Inclusion at TM Forum
TM Forum is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age,
disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws.