Senior Project Manager
Location: London / UK / West 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 Senior Project Manager to join our Chief Technology Officer team, supporting the Head of Agile Operations and Delivery. The Senior Project Manager 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 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
• Experience in project management within a software development environment, with a track record in successful delivery of such projects within customer and commercial expectations.
• Experience of management of work items in JIRA or similar Agile software
• Understanding of Software Development Lifecycle and/or Document Publication standards including version control management
• Strong knowledge of project management skills with the ability to prioritize, lead and complete quality improvement initiatives while meeting business deadlines/goals.
• Sound communication skills including ability to deliver presentations using structure & style appropriate to the audience.
• Ability to work to tight deadlines and make sensible decisions under pressure, taking a balanced view of client demands
• Capable of effective prioritization of tasks and personal time management, while recognizing and flagging issues outside area of own expertise.
• Ability to adapt to changes and adjust priorities in alignment with new policies/goals.
• Conduct successful retrospectives and implement improvement plans
• Adaptable to change (e.g., learning new methodologies like Design Thinking and Lean)
• Confident communicator with a dynamic and flexible attitude with the ability to work with people at all levels in the organization
• Enable the collaboration playbook and plan the most effective way to meet the deliverables

Desirable Qualifications and characteristics
• Bachelor’s Degree (technical degree a plus) and ideally three years of experience
• Experience in leading project teams
• Experience as an Agile project/product management, preferably certified
• Strong interest in technology and good communication skills (written and verbal)
• Experience working with cross-functional teams
• Ability to inspire, and build relationships
• Is prepared to say no and have difficult conversations
• Solves unique and complex problems that relates to the projects
• Great team player, working across the organisation
• Promote a positive, energising and fun environment
• Develop relationships with members or external organisations
• Build a community around the projects, attracting and engaging with members
• 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.