

# Luxembourg Jobs Expertini®

## Project Management Officer

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Company: CHAMP

Location: Contern

Category: business-and-financial-operations

Reporting to the Head of PMO, you will be supporting Implementation Projects for CHAMP's Core services via a SaaS model along with any strategic Internal Product Development projects.

Working within the PMO, your duties will revolve around supporting the various Global Project Delivery teams (Project Managers, Quality Assurance, Implementation Consultants, Service Management & Contract Change Mgmt). Including but not limited to: Maintaining the PMO Internal SharePoint presence, Team Resourcing, Configuration of Project Management tools, Project Auditing, Management of the PMO's Continuous Improvement process, Liaison with Finance representative for Project Invoicing and Payments, ad hoc requests for information from other CHAMP teams and Senior Management.

**Location: London, United Kingdom**

### **Responsibilities:**

Maintenance of the PMO SharePoint presence Manage access Maintain the Project templates, processes and procedures and other relevant material. Contribute to improving the PMO SharePoint site and repository

Resourcing Weekly review of the PMO Sales Pipeline Dashboards in D365 and update Team Resource forecasting in Saviom. Track and update Saviom with the Team absences (Public Holiday's and Private Leave Only). Attend regular Project Checkpoint calls to track any changes in Resourcing for active Projects Facilitate the weekly team resource meeting.

Project Setup & Reporting, Set up, Customer Implementation and Upgrade project content

and views in D365 Maintain the data accuracy in D365 for Project Implementation including Project status RAG Status Milestones Invoicing and Payments Set up and maintain timesheet codes in the PO Timesheet system as required. you shall be responsible, via the relevant managers, to ensure that timesheets are completed in an accurate and timely basis. Provide monthly Timesheet reports for the Teams Provide Project Resource allocation reports for PM's Maintain / update corporate tools relevant to role. For example, but not limited to, Wiki, CRM, Time Reporting and Jira Facilitate regular alignment calls with the Finance department to maintain Project Invoicing and Payment details in CRM. As and when required, support CHAMP team requests for Information on Project delivery activity.

Own and execute PMO Processes such as Sales Handover – Once a Sales opportunity is “Won” facilitate a Sales Handover call with the Opportunity Owner. Project Change – Via CHAMP Contract Change Mgmt process Conduct regular Project Audits Project Closure – Track the progress of individual Project to completion and ensure Internal Service Delivery Acceptance and Lessons learnt review.

Project Process Audits Defining Audit scope and reporting. Perform Regular Audits Tracking Audit Actions

Support the teams Continuous Improvement (CI process). Collate potential CI's from various sources Facilitate weekly CI reviews Maintain CI data in D365

“As and When” required: Assignment to Strategic Internal Projects to support the Projects defined PMO role. Including but not limited to, MoM's, RAID & Change Mgmt. Ad hoc reporting for the VP Global Service Mgmt and Global Project Delivery.

**Skills, and Abilities:**

Self-Motivated and is comfortable working unsupervised.

Flexible, dynamic, and creative

A hands-on problem solver with excellent communication skills.

Well established organization, multitasking and prioritization skills.

Fluency in English (spoken and written) is mandatory, French, German and other languages will be an asset.

Ability to develop strong working relationships across the wider CHAMP Organization.

Clearly client-oriented with a strong focus on quality and efficiency

Experienced in web-conferencing systems and Working-from-home solutions

### **Education and Experience:**

Degree in Information Technology, Business Management, Business Engineering, IT Engineering or similar

5 years in a similar PMO role with a demonstrable track for delivering Improvements in Processes.

2 years' experience of Project delivery within a SaaS Solution provider.

Strong skills with most MS Products specifically

MS ProjectMS ExcelMS SharePointMS Visio

Working knowledge of SaviomMS D365 (Creating personal views, dashboards and managing forms)

Knowledge of Software Development methodologies will be an asset

The selected candidate may be subject to the provision of an up-to-date (not older than 3 months) criminal record certificate.

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