



Job Description

Title: Transformation Project Manager

Reports to: Chief Operating Officer

Salary: £35,000 - £45,000 (based on experience)

Role purpose

To work collaboratively across the Operational Services Teams in order to successfully deliver an Integration / Transformation Programme. To run the project on a day-to-day basis on behalf of the project / ICE board. Ensure that the project delivers the required results within the specified tolerances of time, cost, quality, scope, risk and benefits and be able to demonstrate that projects achieve the impact / benefits intended.

Budget responsibility

Responsible for project budget as allocated.

Management responsibility

Transformation Project Team

Other responsibility:

- Design, Develop and Maintain detailed delivery / integration / business transformation plans
- Monitor and report on progress, raising exceptions with the relevant stakeholders as appropriate
- Develop and maintain key project documents including, weekly project reports, logs of risks, issues and lessons
- Conduct monthly steering reviews, end stage and final reviews, resulting in recommendations for change / improvement where needed
- Contribute to the delivery of the Programme Communications Plan and other programme level activities, providing input from a project / local perspective

Key contacts

Internal contacts

- Sales Team
- Customer Services Teams

- Regional Field Management Teams
- Project team
- Key stakeholders across the organisation

Key accountabilities

General

- To provide a facilitative and inclusive management style establishing and maintaining productive, collaborative relations with internal and external stakeholders
- To promote a culture of high standards, expectations and continuous improvement that drives and empowers staff
- To encourage team members to maximise their potential through continuous learning whilst challenging and dealing with under performance.
- To manage and utilise project team members appropriately sharing best practice, designing robust workable solutions whilst driving rapid transformational change that delivers value and results
- Lead effective and engaging monthly team meetings, reporting back on key issues and questions raised
- To work seamlessly across departments and team boundaries in a collaborative and constructive manner to implement ICE's strategic direction.
- To demonstrate a commitment to customer service excellence and deliver against the requirements of ICE's quality and customer management framework.
- To work within ICE's policies and procedures at all times.

Role specific

- To apply appropriate project management processes to ensure the successful conclusion of a given project
- To manage issues and risks logs, escalating issues to Project Sponsor and Programme Board as appropriate
- To undertake appropriate business analysis as required
- To work effectively with all office and regional staff in Service Operations and colleagues across ICE in other departments

Required Skills

- Attention to details
- Highly organised
- Excellent written and verbal communication skills
- Able to work under pressure
- Must excel in a fast-paced, agile environment where critical thinking and strong problem solving skills are required for success
- Innovative thinker who is positive, proactive and readily embraces change

Qualifications/Education/Experience

- Previous experience in a similar role essential – within Cleaning Industry desirable.
- Competent understanding of Microsoft Office essential
- Report writing

Industrial Cleaning Equipment

Industrial Cleaning Equipment is the UK's largest independent cleaning equipment and service provider, with annual group sales of over £21 million and strong credentials throughout the retail, leisure, transport and commercial sectors. It has a passion for harnessing innovation and technology in its future-friendly cleaning equipment solutions.

Established in 1967, it has 50 years' experience and a clear focus to provide the very best service infrastructure to its wide range of clients. This is underpinned by its national field service operation of highly trained engineers, comprehensive training and development programmes, and a dedicated Head Office support team just a phone call away.

The ICE commitment: investing in product development, people, and the planet ICE is the UK's largest independent industrial cleaning machine support organisation, with a growing client base spanning a wide range of sectors including retail, leisure, transport and commercial. This growth is being driven by ICE's passion for harnessing innovation and technology to provide future friendly cleaning solutions, services and supported by knowledgeable, motivated and approachable people.

To apply please send CV and Covering Letter to enquires@ice-clean.com