

Requisition Number:

Job Description.

HORIBA MIRA is a global provider of pioneering engineering, research and test services to the automotive, defence, aerospace and rail sectors. We work in close collaboration with vehicle manufacturers and suppliers around the world, providing comprehensive support ranging from individual product tests to turnkey engineering design, development and build programmes.

With over 70 years' experience in developing some of the world's most iconic vehicles, our engineers utilise the latest test facilities and simulation tools to make vehicles and journeys safer, cleaner, more efficient and rewarding. Our suite of 37 major test facilities, 100km of specialised proving ground and wealth of engineering experience, combined with our expanding international presence, means we are confident that we can achieve our vision – that by 2020 every journey in the world will be positively influenced by us.

Progress towards achieving our vision has been significantly accelerated through the creation of MIRA Technology Park, Europe's largest transport technology R&D cluster. By applying our advanced engineering, test and validation capabilities to our customers' challenging programmes, we are already shaping journeys of the future

Title of Job:	Customer Group Programme Manager		
Department:	Customer Group Project Management (0420)		
Grade:	5P		
Date Required:	N/A		
Salary Range:	See Salary Scales policy		
Number Required:	N/A		
Location:	MIRA Nuneaton, with travel to customer and HORIBA sites (UK or International)		
Contract Type:	Permanent:	Yes	Contractor:
Responsible To:	Customer Group Manager		
Subordinates:	No line management responsibilities but should provide leadership, within a project context, of MIRA staff as required.		

Main Purpose of Job
<ul style="list-style-type: none"> Ownership and leadership of a group of projects across the whole business with a common theme such as customer, technology, geography or project management methodology. This includes; <ul style="list-style-type: none"> Ensure successful delivery of projects and a consistent customer experience which is responsive to their needs, with high customer satisfaction. Serve as the primary customer contact and point of escalation for projects. Works closely with the commercial team to manage the group / account to deliver profitable sales volume, growth and high quality proposals. Responsible for managing and leading the delivery of specific group projects within MIRA. Ensuring projects achieve at least 'as sold' project performance (cost, quality and timing). Satisfying or exceeding the expectations of our internal and external stakeholders. Within larger projects that are allocated to you, you will lead junior PM's so that they can

develop, and actively contribute to the project success.

- You will provide a mentor role to other PM's, enabling them to develop and maximise their potential within the business .
- Develop business forecasts within an assigned Capability Group(s) providing detailed knowledge and insight.

Key Functions

Project group;

- Be responsible for customer satisfaction (using Net Promotor Score), drives action to continuously improve to meet/exceed company targets.
- Work with commercial team to seek out new opportunities to deliver new/additional value-adding services and solutions to the customer to enhance their business and ours.
- Work with commercial team to create and manage overall account plan and stakeholder management plan.
- Serve as the primary customer contact and advocate for escalated project issues and requests, leading on rapid issue containment and resolution, pulling in cross-functional teams as required.
- Work across the business to continuously make it easier for the customer to do business with us creating an environment of trust with the customer for ease of negotiations.
- Develop an in-depth understanding of the customer's needs and challenges from a technical and financial perspective.
- Establish solid relationships amongst the customer team up to senior management level as required.
- Chairs and leads HORIBA MIRA customer account governance/steering meetings.
- Develop business forecasts including financial Revenue & Value Added Revenue (VAR) summaries together with providing detailed knowledge and insight.

Project Management;

- Pro-actively manage project to deliver project objectives as efficiently as possible.
Considerations will include ;
 - workscope/deliverables,
 - timing,
 - finances,
 - risk & opportunities (including contingency management),
 - resources (people, materials and facilities),
 - communications,
 - governance,
 - methodology, process compliance.
- Work with Project Technical Lead to identify and secure the necessary support from resource providers within MIRA.
- Provide non-technical representation of MIRA and the Project Team to our customer and internal stakeholders .
- Present project status to the business and the customer .
- Initiate and Chair project internal / external meetings as appropriate .
- Apply and actively contribute to MIRA capability and processes .
- Share knowledge and experience with your colleagues within PM and the business to ensure best practise and process is consistently applied .
- Support and positively influence others within MIRA who have project management responsibilities .
- Contribute to the strategic direction of the Programme Management Function Group.
- Support Corporate policies, strategies and initiatives.

<ul style="list-style-type: none"> Degree or equivalent qualification in Engineering or technical field (experience indicating strong technical / industry knowledge also acceptable). 	<ul style="list-style-type: none"> APM (preferable APMP)
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Essential Experience	Preferred Experience
<ul style="list-style-type: none"> Typically 7+ years of Project Management experience. Leading teams of 2-20 people. Managing multiple projects concurrently. Working within, and contributing to processes and identified best practise. Excellent computer skills, in particular MSOffice (Word, Excel, Powerpoint). MSProject skills. In-depth competence of specific PM skills (for example EVM, risk management, Agile). 	<ul style="list-style-type: none"> Customer account management. Project delivery in a dynamic multi-function, cross industry engineering business, with an international client basis. Project management of collaborative research projects e.g. Innovate UK. Project management of Defence sector projects. Security Clearance. Project management of business operations

What is the candidate likely to be doing now?
<ul style="list-style-type: none"> Strong candidates are likely to be employed as Account or Project Managers within a technical field, and have a passion to develop their career within an exciting and varied environment. They will have a desire to truly lead a range of projects, moving beyond 'just' project management. They will feel responsibility and ownership for their projects with a strong focus on customer satisfaction and project and business performance They will have the ability and desire to understand, engage and influence the broader business at a more strategic level

Other information
<p>The candidate should;</p> <ul style="list-style-type: none"> Have good interpersonal skills and the ability to integrate into a team working environment, interfacing with people at all levels within MIRA and our clients. Be methodical and well organised; paying attention to detail and following processes / best practise where possible. Have good commercial acumen and be financially literate Identify process improvements / solutions where needs exist and develop / implement necessary solutions. Have a willingness to identify and action / escalate, problems and opportunities at an operational and strategic level. Be a pro-active, and solution focussed, self-starter. A full driving licence is required for this role.