



The world's automatic choice for providing value through innovation

Lambert

Value through Innovation

POSITION:
Programme Manager

DEPARTMENT:
Projects

TYPE:
Full Time

LOCATION:
Lambert
Station Estate
Tadcaster
North Yorkshire
LS24 9SG
United Kingdom

THE POSITION

Position yourself as the ultimate customer managing the external / internal supply chain and stakeholders to deliver and manage successfully the requirements of the customer in line with Lambert values, missions and aim – Achieving true customer satisfaction by exceeding their expectations aligned to the Lambert Vision.

KEY ACCOUNTABILITIES

- Act as main customer contact throughout project lifetime
- Ensure project estimates, budgets, schedules and staffing are consistent with project plans
- Effectively communicate the required deliverables from external and internal customers and suppliers
- Early, proactive communication driver enabling positive project and team ethic.
- Clearly communicate with external and internal customers and suppliers about requirements and timescales
- Monitor project budgets and payment schedules
- Create, monitor and review all documents associated with project management
- Arrange and manage all project review meetings
- Identify and highlight critical contractual obligations
- Act as key point of contact and information for the project team and customer
- Always strive to add value to customers, using the correct touch points when required, building partnerships based on trust, respect and flexibility. Communicate effectively at all times and provide unrivalled extra service, unexpected and beyond anything our competitors provide.

KEY RESPONSIBILITIES

- Act as main customer contact throughout project lifetime including initiating projects; overseeing and providing direction and guidance to project team.
- Work with all Lambert colleagues to ensure compliance with ISO14001, ISO9001 and OHSAS18001 and support a culture of Lean and Continuous Improvement by complying with appropriate Standard Operating Procedures.

KEY RESPONSIBILITIES

- Ensure a thorough understanding of contractual requirements by carrying out a detailed review of contract, quotation, specifications, factory acceptance testing and all other documentation to produce a clear Master Control Document. This will ensure that all critical and contractual information is available to those involved in production.
- Review payment schedules and advise Accounts team when payments should be requested at appropriate stages throughout the design, build and acceptance elements of the project. This will maintain the financial viability of the project and assist cash flow into and out of the business.
- Create Programme Management Schedule in relation to externally sourced items and customer involvement, incorporating appropriate and realistic timescales. Create accurate specifications for the use of “bought in” resources using standard templates to ensure customer requirements are being met. Re-write Master Schedule if necessary and discuss with customers to manage expectations.
- Produce project status documents on a weekly basis, update documents as appropriate and take relevant action to ensure timescales and deadlines are adhered to. Work with other internal teams to clearly identify high risk elements of the project to facilitate the successful delivery of the project.
- Liaise with customer and internal teams regarding changes to the original specification being commercially aware of implications and co-ordinating and regulating the interface and flow of work. This will communicate project details clearly to relevant parties.
- Arrange and facilitate regular project review meetings with customers and internal teams as required to ensure any scope changes have been identified and re-costed if necessary. Establish that sufficient progress is being made in order to meet contractual deadlines, ensuring all interactions are accurate, clear and concise.
- Act as key point of contact and information for the project team and customer. This will ensure that all information on progress can be obtained from one place making the production process more efficient.
- Commercially responsible for ensuring all project ECN's are captured using the system tools provided, working with the Internal Sales and Estimating departments. Communicate with the end customer on costs and lead time impact, obtain approval and initiate.
- Provide the customer with regular project updates with regards to Schedule, Action tracker and Engineering change notes (ECNs).

DESIRED SKILLS & EXPERIENCE

- Ability to manage multiple shifting priorities, demands and timelines simultaneously.
- Experience of project management in a multidiscipline engineering environment with a complex product lifecycle
- Understanding of formal project management concepts
- Experience of liaising with customers on complex and potentially difficult matters
- A demonstrable track record in team leadership, excellent communication skills, strong commercial acumen and the capability to build strong, long-term customer relationships
- 5S change experience
- ONC/HNC in a relevant engineering discipline
- Strong IT Skills, including MS Project. ERP/MRP/SAP planning software would be an advantage
- Ability to challenge unrealistic expectations and offer alternatives
- Excellent presentation and interpersonal skills
- Ability to elicit co-operation from a wide variety of sources
- Strong commercial acumen

THE PERSON

We are looking for someone with the ability to drive forward and manage multiple projects to successful completion. This person will thrive on hitting project milestones, be able to demonstrate leadership, excellent communication skills, strong commercial acumen and the capability to build strong, long-term customer relationships.

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