



## Scorecard

Position Information			
Position	Project Manager	Employee Name	
Department	Learning	Reports to	Director of Customer Success
Job Purpose			
Project Manager is responsible for managing the training project from inception to delivery and will be the contact person throughout the project lifetime providing consistent high standard of service to stakeholders and ensuring quality and timely production of training collateral and up to date billables.			
Responsibilities			
<ul style="list-style-type: none"> <li><input type="checkbox"/> Support the Account Manager during proposal stage by understanding project objectives and client's End Game and recommending suitable products/journeys and resources to deliver, as needed</li> <li><input type="checkbox"/> Identify project deliverables and create a clear project plan that covers the project life cycle from inception to completion</li> <li><input type="checkbox"/> Liaise regularly with client contact/s for alignment calls, check-ins, feedback, updates, and account reviews</li> <li><input type="checkbox"/> Manage internal and external stakeholders and be the main point for alignment and execution.</li> <li><input type="checkbox"/> Manage project production and logistics in a timely manner by liaising with the design team for training materials design and with production specialist for materials packing and collection.</li> <li><input type="checkbox"/> Manage the quality of all assets created and ensure in line with project requirements</li> <li><input type="checkbox"/> Report project progress and challenges to the Director of Customer Success and Customer Success team</li> <li><input type="checkbox"/> Liaise with the Learning Tech Team (Axonify Support, digital assets, etc.) where applicable to create an effective and engaging blended journey</li> <li><input type="checkbox"/> Manage the project management hours and deliver within contracted budget</li> <li><input type="checkbox"/> Ensure quality of communications and materials before releasing to consultant/s or client/</li> <li><input type="checkbox"/> Manage project documentation and trackers in MS Teams and ensure that records are updated accurately and in a timely manner</li> <li><input type="checkbox"/> Create reports as required and/or contracted by the client</li> <li><input type="checkbox"/> Assist with Client History when required by Account Manager</li> <li><input type="checkbox"/> Build and manage client relationships in pursuit of customer Success and repeat business</li> </ul>			
Requirements & Competencies			
<ul style="list-style-type: none"> <li>• <b>Planning &amp; Organising</b> – Sets clearly defined objectives, plans activities and projects well in advance taking account of possible changing circumstances. Identifies and organises resources needed to accomplish tasks. Manages performance against deadlines and milestones.</li> <li>• <b>Delivering results and Meeting Customer Expectations</b> - Focuses on customer needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; Consistently achieves project goals</li> <li>• <b>Adapting &amp; Responding to Change</b> - Adapts to changing circumstances; Accepts new ideas and change initiatives; Adapts interpersonal style to suit different people or situations; Shows respect and sensitivity; Deals with ambiguity, making positive use of the opportunities it presents.</li> <li>• <b>Relating &amp; Networking</b> - Establishes good relationships with customers and staff; Builds wide and effective networks of contacts inside and outside the organisation; Relates well to people at all levels; Manages conflict; Uses humour appropriately to enhance relationships with others.</li> </ul>			
Our Core Values/Behaviours			



### **Combining Strengths**

We support each other to get the job done and no job is beneath any of us. We have found that, together, we are so much stronger than as individuals and we consider how our decisions and actions impact others. We are united— we are more than a team, we are the 'Biz family'.

### **Genuinely Care About Delivering Results**

We take ownership and accountability for driving results. We love going beyond expectations and delighting our Customers and other Bizzers. We have a bias for continuous improvement.

### **Believe Anything is Possible**

We are an inspired organization and we know that whatever the mind can conceive and believe, it can achieve. We are motivated to think big and aim high, even in challenging times, and are driven towards achieving our Big Hairy Audacious Goal (BHAG)

### **Act with Biz Energy**

We live and display contagious energy, enthusiasm and passion. We have incredible fun and am inspired to come to work each day. We are fast movers, acting with a sense of urgency, agility, adaptability to change and think on our feet. We overcome obstacles and bounce back with renewed energy. We never give up.

### **Tell You What You Need To Hear**

We cultivate an environment of trust where open, honest and respectful feedback can be given and received, with the best intentions, internally and with our Customers. It is not always what we want to hear, but we know it's what we need to hear in order to grow and improve.

### **Supporting People's Personal Growth**

We are passionate about helping each other and our Customers grow as well as our own personal development. We invest in learning, we share knowledge and we promote from within. At Biz we grow while having fun.