

Your Role with Fourteen **IP** Communications Ltd.
Technical Project Manager



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Purpose of Your Role

Within Fourteen IP Communications Ltd. Technical Project Manager ensures that project installations are planned, deployed, commissioned and tested in line with the solution design and specification where applicable the relevant contractual and industry standards. Projects Managers also ensure that projects are completed within the agreed budgetary timescales and costs.

Your Duties & Responsibilities

The Technical Project Manager will fulfil the purpose of the role by;

- Accepting project installations in accordance with operational company policies and procedures.
- Conducting and communicating health and safety risk assessments
- Producing and communication on site method statements
- Arranging and co-ordinating project initiation meetings, ensuring that the relevant parties are in attendance and that the agenda covers all project requirements.
- Creating and communicating detailed project plans, SOWs and PIDs
- Selecting and scheduling the appropriate quantity and skill of technical resource
- Submitting part order requests to the logistics manager accurately, using the appropriate systems and within appropriate timescales.
- Effectively managing the installation team including, Senior Technicians, Technicians, Apprentices and where applicable sub-contractors and other third-party vendors.
- Clearly communicating project plans and work instructions via cases and work orders.
- Negotiating with sub-contractor, suppliers and third-party vendors when necessary.
- Proactively monitoring project progress and amending project plans and SOWs when necessary and providing project update reports to the Head of Operations and Head of Finance at the required frequency
- Making site progress visits and holding progress review meetings as and when required
- Effectively controlling overtime to ensure labour allocations are in line with the project's costings
- Producing quotations for contract variations and ensuring that orders for variations are received before proceeding with any variation works
- Creating accurate and detailed system documentation packs sharing these with other stakeholders within the organisation.
- Maintaining real time records via the organisation's CRM system
- Creating Handover Certificates and ensuring that these are received back signed upon physical completion of the project
- Arranging support handover of recently completed project installations to the Head of Technical Services and the Head of Support Services.
- Establishing and maintaining effective interpersonal relationships with those contacted during work.
- Providing training, coaching and professional development to members of the team in order to enhance their knowledge and skills as and when required.
- Completing required training for the post and striving to meet development objectives.
- Maintaining any technical or professional qualifications required for the post.
- Working towards the 'Fourteen Way'
- Performing any other / or additional duties as dictated by the needs of the business.

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Your Personal Key Performance Indicators

- Accuracy of minutes and actions relating to project handover and kick off meetings.
- Quality of Risk Assessments and Method statements produced for project installations.
- Quality, accuracy, and detail of project documentation including project plans, SOWS, PIDS, Handover Certifications etc.
- Project overtime levels, monitoring and authorisation according to company policy
- Performance of the project in relation to the project plan
- Performance of the project in relation to the agreed delivery budget or costings
- Accuracy of project records on the CRM
- Document control including creation and adherence to team's planner.
- Change management.
- Licence audit completion
- Authorization of purchase orders in relation to project costs
- Input into ways of working and process updates.
- CRM management
- Receipt of signed Handover Certifications or client specific handover documentation
- Handover of completed projects to Support and Technical Services within agreed timescales.
- Health and safety incidents, hazards and near misses on projects

THE FOURTEEN WAY

1. Introduction

The Fourteen Way pertains to the Company's **Vision, Values** and **Culture**. The Fourteen Way applies to all the people employed by the company. The Fourteen Way's intention is to exist in order to enhance communication, commitment, recognition and generate continuous improvement for each individual and the company.

2. Vision

Our Vision declares our purpose and serves as a standard against which we weight our actions and decisions.

XIVISION

For Fourteen IP Communications Ltd to Grow and Develop to be the Voice and Data Solution Providers of Choice in the UK, Europe and beyond. Fourteen Forever!

Focused Innovative Professional Commitment to Excellence

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3. Values

Our core values guide the way we work with each other, our customers, our suppliers and any other business partners we work with on a day-to-day basis. We believe that our ambition will come to actuality through the application of our core values.



Values need to be **lived** and **performed**, not just written, read and spoken.

- I. We treat our people like **FAMILY**. Our people are our most valuable resource. We show appreciation and respect, working together in a supportive environment towards a shared company purpose.
- II. Commitment to **INNOVATION**. Customers are at the heart of what we do. We endeavour to have the highest quality and sustainable development of innovative solutions to meet the business requirements of our customers, assisting and supporting them to achieve their own aspirations. We go the extra mile!
- III. We have **PASSION** for what we do. By being passionate, energetic and enthusiastic, we can achieve, apply creative thinking to solving challenges and enhance both work and customer satisfaction.
- IV. **COMMUNICATION** is key. We communicate through a consistent and clear framework, ensuring all our people are informed and involved and that key messages are re- enforced.

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The Fourteen Way Values are to be embedded throughout the company via the recruitment process, performance management systems, communication, recognition and management focus.

4. The 'Fourteen IP' Person

What it means to work for Fourteen IP Communications and become a 'Fourteen IP' Person. We all have the responsibility to adopt the attitudes and behaviours of a 'Fourteen IP' person and are expected to display the following '**14**' attributes:

- **Respectful**
- **Flexible**
- **Responsible**
- **Honest**
- **Customer Focused**
- **Work Ethic**
- **Team Player**
- **Pro-Active**
- **Committed to Excellence**
- **Professional**
- **Positive 'can do' attitude**
- **Adaptable**
- **Motivated**
- **Loyal**