

## **PROJECT MANAGER**

*Reporting to Production Manager/Lead Project Manager*

### **RESPONSIBILITIES**

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#### *Summary*

The Project Manager is responsible for delivering projects on time and within budget whilst meeting the client specifications and exceeding their expectations.

The Project Manager will coordinate their team members and will act as the direct communication link to the client study team throughout the life cycle of the project.

The Project Manager will continuously strive to improve the production process – reducing lead times and cost, more flexible and scalable processes and better and more effective products.

#### *Project Deliverables*

- Successful completion of projects on time, with appropriate resources, to high quality levels and at a rate that supports the company's business plan
- Responsible for the technical accuracy of the content by performing script and on screen reviews of the content
- Management of project team to ensure project deliverables are being met on time and within budget
- Coordinate the assignment of resources with other Project Managers through maintenance of a project "master schedule"
- Develop project schedules for all projects and communicate clearly to the project team (each team member should know what they need to do and when they need to do it)
- Ensure up front prerequisite items are in place to support the project (e.g. client deliverables, customer requirements/solution specification, etc.)
- Ensure daily/weekly project communication via meetings, etc., take place with the project team
- Strive to keep the project team motivated, informed, mutually supportive and working towards a common objective
- Monitor project progress in real-time to pick up and resolve problems early
- Liaise with customer and Account Executives to resolve open issues/queries that are blocking the team's progress

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#### ***Project Deliverables (cont.)***

- Ongoing reporting to management (as instructed) on the health status of projects
- Provide ongoing feedback to functional heads regarding the individual performance of team members
- Conduct post-project evaluations and assign ownership of any resulting actions
- Develop and maintain excellent client relationships including site visits and presentations
- Identify and drive new business opportunities
- Cultivate strong, long-term relationships with key decision makers within accounts and develop deep knowledge of the client organisation

#### ***Intra-Teamwork***

- Actively contribute to teamwork by being demanding of both self and team
- Assume individual responsibility for own deliverables and deadlines
- Assume collective responsibility for successful on-time completion of projects
- Be supportive and constructively critical of team members. In return, be open to the support and criticism offered by your colleagues

#### ***Inter-Teamwork***

- Work to constantly enhance the product through encouraging the teams to apply new ideas (interactions, graphics, animations, instructional methods) to ongoing projects
- Continuously work with the teams, leveraging their inputs, to enhance processes in a controlled way through removal of waste, addition of value and improvements to development tool set

#### ***Knowledge & Development***

- Through ongoing exposure and active team participation, build up knowledge of clinical trials including informed consent, safety reporting and protocol specific issues to become more familiar with the product and capable of communicating directly with customers if required
- Take ownership for self-development with particular emphasis on project management skills, gaining a better understanding of the different functional skill sets, technologies and interpersonal skills