



“ We believe in consumer centric transportation for a thriving nation in the 21st century, building on connected, cost-effective journeys transformed by our world-class technologies ”

ROLE PROFILE

Project Realisation Manager

Why do we have this role?

Resonate’s vision is to create a truly connected rail network. Using our deep technology expertise and rail industry experience we deliver game-changing solutions that meet transport challenges across the UK and beyond. We are a company that is excited by the possibilities offered by technology and are driven by improving experiences for passengers globally.

We are building solutions that deliver operational management and decision support to improve the quality of customer journeys across the rail network. These are increasingly being embedded in mission critical areas of operations.

As we continue to grow the reach and capability of the solutions that we offer, we are looking to expand our ability to support our client base in adopting these platforms into their operation.

Programme Realisation form key client interfaces on projects of operational importance to our clients and strategic imperative to our business. We must remain close to day-to-day delivery, whilst ensuring we meet the overarching objectives of the business.

Key Responsibilities

- Management of the client relationship:
 - acting as day-to-day client interface
 - owning the commercial and contractual relationship
 - collaborating in developing complex and cross party programmes
 - identifying mutually beneficial opportunities to drive revenue growth.
- Maintaining a clear understanding of our scope commitments and performance targets with changes controlled effectively.
- Understanding our organisational objectives and product strategy. Ensuring that day-to-day delivery does not lose sight of these overarching objectives.
- Ensuring the programme shape and approach is sound, with inter-dependencies (internal and third parties) widely understood.
- Establishing appropriate internal governance, and a clear understanding of external governance expectations - contributing to both through measurement and reporting on key contract performance measures.
- Identifying risk, promoting transparency, and ensuring effective mitigations are in place.

Person Requirements

Profile

We are looking for a candidate with experience in the following areas:

- Responsibility for large technology programme delivery, bringing together different solution disciplines within an integrated plan.
- Experience embedding technology solutions into large organisations.
- Delivery as a supplier into a client organisation, ensuring both client contract and internal business objectives are met.
- Commercial management of contracts and associated change negotiations.





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- It would be advantageous but not essential to have experience of commercial and delivery management through subcontractors or partner organisations.
- It would be advantageous but not essential to have experience with organisations with complex/ extensive governance arrangements.

Competencies

The following competencies are essential for success in this role:

- Ability to appreciate and apply high level internal objectives to the planning and execution of day-to-day delivery.
- Strong facilitation and stakeholder management skills with the ability to communicate concisely and convincingly with all levels of an organisation.
- Demonstratable collaboration skills to get the best out of cross functional teams, partner organisations, and work toward shared goals with our clients.
- Determination, tenacity, and enthusiasm about the mission; ability to work efficiently under pressure and to tight deadlines.
- Understanding of what is required to adapt and respond to ambiguity and uncertainty.

Our Values and Behaviours

At Resonate it's the 'how' we do things together with the 'what' we do that differentiates us. We want our people to engage with our vision and display our values and behaviours in their day-to-day activities.

We have adopted a flexible, hybrid approach to work location, and whilst your role will be based out of one of our physical offices, you will have the opportunity to work virtually from home and may also be required to do so. This may be on a permanent basis (full or part-time) or at such times as the Company may require, for example in an emergency or pandemic context.

