



ROLE PROFILE

Digital Project Manager

Why do we have this role?

Our vision is to support a railway that delivers for its customers, using deep technology expertise and industry experience to deliver solutions that meet transport challenges across the UK and beyond. Harnessing our great ideas and turning them into products used and loved by our customers, we build digital solutions that improve customer journeys across the rail network.

We are a company that is excited by the possibilities offered by technology and successfully compete against large multi-national competitors with global influence. We succeed through delivering our promises, focussing on the benefits our products deliver, and finding creative solutions to operational problems, both commercially and technically. We are collaborative and agile, working closely with our customers and internal stakeholders, supporting them through the process, and finding cost effective ways, with our partners, to deliver on our promises.

Our customers are complex arrangements of government owned and private companies, and subject to multiple political and external pressures. Understanding what keeps our customers awake at night, developing advocacy, and helping them understand our offerings and approach is key.

As a Digital Project Manager, you will enhance Resonate's reputation by delivering our commitments to customers, enabling them to benefit from our products whilst building increasingly valuable long-term partnerships. We are looking for individuals with proven success in delivering technology-driven solutions into large organisations through delivery, sales, or account roles. You will be able to understand the complex business challenges faced by our customers and lead the delivery of our innovative world-class technologies which will transform their business.

What are the key objectives?

The Digital Project Manager supports our client through complex and critical deliveries. You will primarily operate during the delivery of major projects and will own both the client relationship and commercial elements of each project. This includes but is not limited to the following objectives:

- Deliver high profile, complex projects to time, budget, and scope
- Lead the commercial and contractual engagements with customers and stakeholders, both internally and externally
- Identify and schedule project deliverables, establish project budgets and manage the top-level plan to deliver
- Hold internal specialist teams to account throughout delivery of new services, ensuring decisions are made in support of client, contract, and our strategic priorities
- Manage and monitor project delivery, costs and risk ensuring project goals are achieved
- Identify opportunities to expand and build on existing services as well as generate new business during engagement with the client

Personal Attributes

- Strong understanding and experience of project management methodologies
- Exceptional relationship builder, able to gain trust and recognise where value lies
- Commercially focused; able to identify and develop opportunities which benefit both parties





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- Exceptional verbal and written communication skills; expertise in setting and managing customer expectations
- Effective influencing and negotiating skills in an environment where your role may not directly control resources
- Highly organised, resilient, and able to manage individual workload
- Innovative, creative, and passionate about what you do
- Action oriented

Experience

Essential

- Experience in customer facing delivery roles
- Experience delivering operationally focused technology solutions
- Experience interacting with both operationally focused, and technically oriented individuals

Desirable

- Experience delivering into Public Sector or equivalent size/ complexity of organisation
- Involvement introducing new technologies to transform new and existing client accounts
- Development of complex commercial bids

Our Values, Behaviours and Flexibility in How we Work

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.

Joining the team and contributing to our vision should not be determined by traditional views of working, our background, or our personal circumstances. What we do, when we do it, and where, should promote positive outcomes - meeting client commitments, innovating, and collaboration with colleagues – flexibility is key to this.

This role could be based in Derby, Milton Keynes, or London (we have beautiful contemporary workspaces at all three offices), and we have adopted a flexible, hybrid approach to work and work location - so please talk to us about your preferences and how these could work for both you and the team.

Due to the client facing aspect of this role, visits to client sites may be required to fulfil your duties.

