



Job Description

Position: Project Manager

Company: X-Lab Ltd

Location: Leeds

Salary: £ (depending on experience), training package & pension

About X-Lab

X-Lab Ltd are based in Leeds and are changing healthcare with intelligent software solutions. Formed in 2006 by staff and students from the University of Leeds, our company has built a national reputation for successfully delivering ground breaking digital health within the UK NHS, the private sector and on an international scale. Our innovations focus on designing digital solutions that transform healthcare through challenging the way its providers think and work.

At X-Lab, our team are our most important asset and the success of our solutions arises from the passion, determination and skill-sharing of our diverse staff. X-Lab looks for enthusiastic, self-motivated and organised candidates to fill our roles. Regardless of what position you are applying for, our team is made up of keen problem-solvers who are willing to learn new skills and push their limits. Communication is key between individuals and areas of the company to ensure that our solutions are progressing to their highest potential, our customers are looked after and that our team are happy.

Our office environment cultivates a strong sense of team-work and, in return, we want members of the X-Lab team to hold a strong sense of accountability to their colleagues, customers and the company. X-Lab has a relaxed office environment and productive atmosphere. From table-football tournaments to regular socials, we offer a stress-free setting for making our important work a reality. However due to the current climate, we have also embraced home-working and have systems in place to ensure that we continue to have a collaborative, agile and innovative way of working.

Principal Accountabilities:

To manage the implementation of X-Lab products to sites, which currently span globally. Required to handle multiple projects across multiple customers concurrently. This includes day to day operational aspects such as:

- Develop comprehensive project plans that merge customer requirements with company goals and coordinate various managers and technical personnel during all project phases, from initial development through to implementation.
- Monitor project progress continuously and make detailed scheduled reports on measurable items, such as milestones and deliverables.
- Identifying and resolve project Risk, Issues and Dependencies and communicate internally and externally whilst monitoring them through internal systems.



- Communicate proactively with all involved personnel to provide encouragement, identify problems, create solutions, and implement efficiency improvements.
- Full understanding of customer requirements while setting and managing customer expectations.
- Understand how to communicate difficult/sensitive information tactfully.
- Schedule migrations, synchronisations and installations of work with the appropriate teams.
- Tracks and review progress of software releases and resolution of issues via X-Lab in-build system.
- Ensures project documents are complete, current, and stored appropriately.
- Devise and manage system demonstrations and training sessions for new and existing customer either face-to-face or remotely.
- Tracks and reports time spent on individual projects a regular basis, i.e. via a time recording system.
- Works with Product, Development and Technical Teams to analyse and solve issues.
- Responsible for organising internal and external project meetings with the appropriate teams.
- Highlights deliverables at risk to Account Management Team and NPEx Head of Service.
- Suggests areas for improvement in internal processes along with possible solutions.
- To manage/support an allocation of LIVE customers.
- Provide customers confidence on project handover to BAU after Go Live
- Continually seeks opportunities to increase customer satisfaction and deepen customer relationships.
- Effectively communicate relevant project information to Account Management Team and NPEx Head of Service.
- Report to the Programme Manager.

About You - Personal Qualities and Skills

- Understands how to communicate difficult/sensitive information tactfully with confidence.
- Excellent communication skills - to have the ability to communicate at all levels of different types of stakeholders, using a variety of methods.
- Excellent IT skills.
- Some experience of software implementation is desirable.
- Ability to work unsupervised, using initiative and working proactively and efficiently.
- Eagerness and willingness to learn the business is essential for this role to be performed effectively.
- Excellent organisational skills.
- To have the ability to work to tight deadlines in a pressurised environment.
- Prince 2/project management qualification is essential.
- Ability to negotiate with customers and internal teams.
- Ability to analyse and solve issues.
- Will be required to travel to customer sites and stay overnight.
- Full UK Driving Licence required.

Application Instructions: If you are interested in the Project Manager role, please email your CV with a covering letter to careers@x-labsystems.co.uk