



Job Specification

Position: Project Manager

Company: [X-Lab Ltd](#), Joseph's Well, Leeds, LS3 1AB.

Starting Date: ASAP

Salary: £32 - £36K

Reporting to: Programme Manager

X-Lab is currently offering an exciting role for a Project Manager to join their growing team. This is a great opportunity to join a fast-growing healthcare technology business for someone who will manage multiple complex projects globally.

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 to the UK NHS, the private sector and on an international scale.

The drive to build digital technologies that will transform healthcare runs through the heart of X-Lab's company ethos. Our multi-disciplinary team have varying professional and academic backgrounds and share a common passion for improving healthcare through the development of more efficient, safe and cost-effective solutions.

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, push their limits and apply themselves across the business. Communication is key between 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 teamwork 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. Due to current circumstances, the X-Lab team are working from home and will support the successful candidate to integrate into the team and provide the relevant training remotely.

About the Role

To manage the implementation of X-Lab products to sites, which currently span globally. Required to handle multiple projects across multiple customers concurrently.

You will be responsible for:

- 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.
- Identify 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.
- Devise and manage system demonstrations and training sessions for new and existing customers either face-to-face or remotely.
- Schedule migrations, synchronisations and installations of work with the appropriate teams.
- Manage & support an allocation of LIVE customers.
- Full understanding of customer requirements while setting and managing customer expectations.
- Track and review progress of software releases and resolution of issues via X-Lab in-build system.
- Ensure project documents are complete, current, and stored appropriately.
- Tracks and reports time spent on individual projects a regular basis, i.e. via a time recording system.
- Work with Product, Development and Technical Teams to analyse and solve issues.
- Suggest areas for improvement in internal processes along with possible solutions.
- Provide customers confidence on project handover to BAU after Go Live
- Continually seek opportunities to increase customer satisfaction and deepen customer relationships.

- Ability to communicate difficult/sensitive information tactfully.
- Report to the Programme Manager.

About you

- Prince 2/Project management qualification is essential.
- 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.
- Excellent organisational 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.
- Ability to work to tight deadlines in a pressurised environment.
- 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.

How to apply

If you are interested in this role, please email your CV with a covering letter outlining your suitability, to careers@x-labsystems.co.uk