



## CAREER OPPORTUNITIES

### Job Description:

# Delivery Lead – EMEA

#### WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the world's leading business communications vendors, as well as major payment service providers.

#### THE OPPORTUNITY:

The Delivery Lead – EMEA role will oversee and enable delivery of Project Management aspects of PCI Pal services for both channel and direct sales customers. The successful candidate will be expected to work across several different internal and external projects, and directly manage their team.

The key focus is customer and partner onboarding while delivering PCI Pal product and services, as well as managing the project managers to support customer go-lives. The ideal candidate will have a strong background in Project management and team leadership.

#### YOU WILL BE RESPONSIBLE FOR:

- Managing the day-to-day operational and tactical aspects of multiple or large-scale customer facing projects
- Successfully onboarding customers as per project plans and to scope (TTGL)
- Leading a team of Project managers and facilitating project delivery activities in collaborative way, working closely with other key project stakeholders including telephony and web architects.
- Prioritizing the work that needs to be delivered against the capacity and capability of the team.
- Working with regional sales teams to help define timelines and required deliverables that balance customer timelines with capacity.
- Working closely with team members to support both prospective and new customers to help them understand all requirements of PCI Pal services.
- Managing customer and partner delivery while maintaining the quality across projects using system wide tools such as Precursive and Salesforce.
- Reporting project delivery metrics such as TTGL, PS costs, Actual value and capacity forecasting to enhance data driven approach for upsell and expansion while assisting Professional services objectives.
- Producing management reports and associated KPIs to stakeholders in all areas of the business, including executive level where required.
- Working with the wider teams to share knowledge and work collaboratively, sharing expertise and providing coaching/guidance to team members. Dealing with people issues effectively to ensure the teams are fully supported and motivated.
- Complying with and enforcing standard policies and procedures
- Working with the Product & Customer Success team to pass on customer feedback, to help develop our product offering and improve any customer metrics/KPIs
- Interface with sales and customer success for project escalations.



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## WE WANT TO HEAR FROM YOU IF YOU:

- Demonstrable previous experience of delivering complex telephony and payment services and products using best practices.
- Ability to take a continuous approach to planning, forecasting, estimating, managing uncertainty, metrics and measurements, contingency planning and road mapping
- High resilience and the ability to deliver under pressure and to tight time scales.
- Have strong people management skills, coupled with willingness to get involved to support the team where necessary
- Can build and maintain an expert knowledge of PCI Pal's products, services, and deployment techniques
- Are self-motivated, passionate, determined, strategically minded individual with a desire to overachieve.
- Confident in engaging with external customers/partners and working collaboratively to facilitate delivery of complex projects and programs.
- Ability to work flexible hours in support of major geographies around the globe
- Can communicate effectively, openly and authentically in both written and verbal forms, and show high attention to detail.
- Have the PRinCE2 Practitioner or a similar project management qualification
- 5+ years' experience in defining and delivering technical projects within in a rapidly changing business environment (preferable SaaS).

## IN RETURN WE OFFER:

- 25 days holiday
- Medical, dental and optical insurance cover
- Hybrid working opportunity
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- UK: Electric Vehicle Scheme
- "Work from anywhere" 2 weeks per year policy
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Team events
- Ad-hoc incentives and competitions

## TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team [people@pcipal.com](mailto:people@pcipal.com)