

Title:	Programme Manager	
Salary:	Competitive base salary + variable pay + standard company benefits	
Benefits:	25 days annual leave	Life Assurance Scheme
	5 days annual study leave	Income Protection Scheme
	½ day birthday leave	Contributory Pension
	1 day annual charity leave	Private Medical Scheme
	Subsidised Gym Membership	Sports & Social Club

Company Summary

Attenda is one of the UK's leading IT Service Operations providers, delivering Critical Applications Managed Services and IT Outsourcing solutions to the mid-market, enabling clients to re-focus on using IT to add strategic value to their business. By taking a client-centric approach to service delivery and service integration, Attenda provides its clients with the flexibility to selectively outsource their IT service operations. With a commitment to operational excellence and continual service improvement, Attenda manages, secures and optimises the design, scope and performance of clients' business critical application infrastructure irrespective of the physical location.

The company enjoys substantial financial backing, the industry's leading accreditations and an unrivalled portfolio of clients including bmi, Christian Aid, Microsoft, NHS, Nisa-Today's, Princes, Regus, St. James's Place and Travelodge. Attenda is ISO9001, ISO27001 and ISO20000 accredited, is a Microsoft Gold Certified Partner, and a SAP Adaptive IT Hosting Provider. Attenda is one of only seven companies to have been ranked in the UK's Sunday Times ARM Tech Track 100 for three consecutive years. It is VMware's EMEA and Global Service Provider Partner of the Year 2010, was voted Best Managed Services Provider 2010 by Data Centre Europe Awards and is one of only a handful of IT companies to achieve a 2 star accreditation in the 2011 Sunday Times Best Companies Survey.

Role:

We have an incredibly diverse, talented and committed team of people whose focus is squarely on working together to keep critical applications running 24 hours a day, so that our Clients can focus on building success in their own field. Due to our continued success and growth we are looking to recruit an additional person to join our solutions delivery team. Reporting to the head of department you will be responsible for working closely with Clients and internal Sales, Solution Architects and other Technical resource to ensure delivery of the appropriate solution to the agreed parameters of quality, cost and time

- To have responsibility for the management of all Projects through the full life-cycle of planning, implementation and operational transition.
- Lead the planning, monitoring and execution of projects ensuring delivery to quality, cost and time.
- Develop and manage projects in line with the defined standards and control processes.
- Ensure that project scope is tightly controlled and any change managed through the correct approval process.
- Undertake risk analysis and record all risks and issues with appropriate mitigating actions.
- Ensure that projects are correctly closed and handed over/accepted by Client Support.
- Liaising with the project stakeholders throughout the phases of the project.
- Where appropriate, participate in establishing the scope and budget of the project.
- Liaison with Third Party Suppliers where required.
- Liaising with the project stakeholders throughout the phases of the project.
- Establish and maintain excellent working relationships with all relevant areas within Attenda.
- Anticipate and escalate events/issues to stakeholders and senior management
- Ensure that projects are adequately resourced at all times by proper planning, monitoring and forecasting and reacting promptly to situations as they arise.
- Work collaboratively within the team in support of common goals and initiatives

Person:

- Demonstrable industry related experience in the area of Project Management ideally in a Microsoft solutions environment.

- A good understanding of Internet infrastructures and Data Networking.
- Experience of working in a Managed Service environment desirable.
- PRINCE 2 certified.
- Excellent interpersonal skills
- Knowledge & experience around data networking equipment and protocols, Compaq, SUN Microsystems and Cisco hardware, Microsoft NT/2000 server based software and SUN/Solaris.IP Networking, firewalls and routers particularly Cisco products.
- MCSE preferred. ISEB Project Management preferred.