

Cable & Wireless Communications Job Profile

Job Title: Liberate Operations Manager		Work Level: Team Leader	Reports to: Head of Group CRM & Billing Solutions
<p>Purpose of Role: Manage and coach a team of Liberate Operations Coordinators responsible for PMO for Development and Support, Help Desk system configuration and operation, document management, time recording and delivery of all department operational reporting. Ensure internal teams and off shore partners adhere to all governance to enable accurate and timely reporting.</p>			
Role Dimensions		Personal Requirements for Role	
<p>Primary Accountabilities:</p> <ul style="list-style-type: none"> • Create and coach a high performing team ensuring high colleague engagement through activities such as motivation, development and direction. Encourage an environment of continual improvement. • Maintain Document Management system. Influence teams to take personal responsibility for document management. Identify areas for improvement and share best practice. • Maintain Process Catalogue: Drive compliance with software development processes and be involved with definition of new processes. • Actively track and report on Release progress: Track key milestones, Risks and Issues. Produce KPI Measurements, statistics upon completion and other ad-hoc reporting required by Management. Responsible for collation of Release Documentation for Customers and Internal Stakeholders. • Manage the time recording system: Ensure time is tracked accurately and in timely manner by all teams. Manage the user licences and relationship with Vendor. • Track and report on KPI/SLA measures in place with Outsource Partner: Reports include measurement of delivery dates, defects and effort vs estimate. Attend monthly Governance Meetings. • Manage the Change Review Board: Administer and control board meetings. • Manage Project Control Board Process: Chair internal and Outsource Partner Teams meetings. • Maintain invoice tracking: Ensure all chargeable development is recorded and invoiced. Manage BU chargeback process in place with Liberate customers and Outsource Partner. • Support ongoing configuration and maintenance of Helpdesk System. Work with team and our customers to enhance the utilisation of the helpdesk system to facilitate efficient management of all processes and release lifecycle. 		<p>Experience:</p> <ul style="list-style-type: none"> • Experience of tracking and reporting on software releases/projects gained within a telecommunications environment • Experience of working with an outsource partner desirable • Direct Team Management experience • Process and/or Document Management experience 	
		<p>Technical Skills:</p> <ul style="list-style-type: none"> • MS Suite (Project, Excel, PowerPoint, Word) • Knowledge of ITIL and IT Service Management Systems 	
		<p>Qualifications:</p> <ul style="list-style-type: none"> • Degree level • Prince 2/PMI PMP Practitioner desirable but not essential 	
<p>Significant Demands:</p> <p>Influencing teams without direct control.</p>		<p>Key Behaviours:</p> <ul style="list-style-type: none"> • Uses initiative and is pro-active • Consistently works to a high standard and strives for continual improvement in working practices and processes • Methodical and meticulous with detailed data • Excellent Influencing and stakeholder management skills • Highly organized; drives to closure 	
<p>Working Practices & Relationships:</p> <p>Role must develop and maintain relationships with all internal teams and Outsource Partner. Required to influence internal Liberate teams to ensure tasks are completed on time to enable timely and accurate reporting.</p>			
People: Role has managerial responsibility	Financial: Not a budget line holder	Location: Coral Gables, Miami	

Interested applicants submit resume to careers@cw.com. Please indicate the title and location of the position in the subject line of your email.