

Job Description – Customer Lead Project Manager

Capita Translation and Interpreting (part of Capita PLC) is a global language provider. We combine innovative people, process and technology. We're open – demonstrating integrity & trust; we're collaborative – putting our customers first and building partnerships; we're ingenious – forward-thinking, developing new technology to unlock value; we're effective – focusing on quality and drawing on experience. Our goal is to create better outcomes by breaking down language barriers in global businesses, public sector & emergency services. Our translation and interpreting services enable professionals, business leaders, marketing teams, HR departments, NHS staff and police officers to communicate with anyone, anywhere, in any language.

Description of Position

The Customer Lead PM manages a key account and/or portfolio of key accounts and reports to a Translation Team Business Operations Manager, Associate Business Operations Manager or Team Lead PM. The key objectives of the Customer Lead PM include:

1. ownership of customer P&L, customer engagement, capacity analysis, task allocation and training to support customer account
2. pro-active project management and delivery
3. driving quality and workflow improvements to continually delight customers, in line with business expectations and targets

Key responsibilities and accountabilities

- Direct customer engagement, to include scoping/kick-off calls, status update calls, conflict resolution calls, in line with Capita TI's customer-centric focus
- Ownership of customer P&L, driving profitability and margin consciousness
- Pro-active project management and delivery ownership, including task allocation to team colleagues
- Utilising industry knowledge with any complex/non-standard quoting and triggering when to defer to Language Solutions
- Supporting customer forecasting and capacity analysis
- Adherence to agreed processes
- Identifying risk and taking ownership to ensure full resolution of issues and/or escalate risk to key stakeholders
- Ensuring any potential new business opportunities identified are escalated as appropriate
- Periodic account review with client and preparation of operational reports, where applicable (this includes support/ownership during QBRs, monthly scorecard meetings, F2F client meetings etc.)
- Driving appropriate linguist usage, linguist feedback loop and escalation to VM
- Proactive driving of process improvements, to include identification of inefficiencies and quality gaps, with follow-through implementation of appropriate solutions to increase profitability, quality and work culture
- Support in implementation of new requirements stemming from contractual review
- Acting as coach/mentor to team members, including driving the necessary training, as part of customer focus and continuity of account knowledge
- Reporting to line manager on customer performance/statistics
- Maintaining records as required and adhering to ISO procedure and requirements
- Embodying all of Capita's values, demonstrating the behaviours and competencies representative of a Capita TI employee, and serving as an example to your department/colleagues

Essential Skills

- Excellent communication and customer service skills at all levels, both internally and externally, written and verbal
- Excellent planning and organisational skills
- Excellent problem-solving skills
- Experience within the translation and localisation industry
- Experience of objection handling
- Ability to balance short-term need with strategic aims
- Ability to use initiative, proactivity and prioritisation
- Ability to multi-task and work well under pressure
- Ability to work independently and as part of a team

- Attention to detail
- Good command of Microsoft Office: Outlook, Excel, Word and PowerPoint and IT literate
- Good command of various file types and/or CAT tools
- Educated to Degree or HND level (preferably language-related)

Desired Skills

- Experience of data analysis and reporting
- Strong and proven negotiation skills

Personal Attributes

The Customer Lead PM role requires a professional outlook and an ability to build a good rapport with people.

Cooperation and flexibility to match the demands of the business is essential as are the following key personal attributes:

- Positive and flexible attitude and approach
- Commitment to quality, customer service and continuous improvement
- Sense of ownership
- Commercial awareness
- Drive and determination to succeed
- Professional conduct at all times

Other Information

Hours of work: 38.25 hours per week. Shifts agreed with Line Manager.

Due to the changing nature of our business you will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by Management.