

# Project Manager

*Reports to: Programme Director*

*Location: Jacksonville, FL*

*April 18*

# About us

Here at Eagle Eye, we develop and deploy the market-leading personalised promotions and digital loyalty SaaS platform (AIR) for some awesome retailers, hospitality and CPG suppliers such as Southeastern Grocers in the USA, Loblaws in Canada, Woolworths in Australia and Sainsburys, John Lewis & Partners, Asda, Greggs and JD Sports in the UK.

We're still small right now, but we're growing fast and going global, with offices in the UK, US, Canada, Australia and New Zealand, meaning there are plenty of opportunities for progression which we are laying out in our Purple Pathways (key skills for each role and how they cross over with other teams).

Our business is run by the former CMO of Tesco who is a firm believer that the employees are at the heart of any business because that's the best way to deliver value to our customers. Because of this, we run Life Skills training to help our people be their best self, then empower them to create their own solutions, challenge existing methods and make their own decisions.

Our founder still plays a huge part here, especially in the Product team. He also loves being social, which means we often get together for pizza and drinks, have Christmas party every year and we host an annual company summer event in the UK where the people from all our global offices can meet up and get to know each other better (this one is our fave!).

We develop cool tech and have recently transitioned to Google Cloud. As part of this, we are helping our people become Google Certified.

We also like to give back, so we support charities through various events organised by our Charity Committee. We foster an environment promoting good mental health and have qualified Mental Health First Aiders within the business. We've started running some ERG groups and our Purple Women are currently looking at ways to improve the business even more, with a focus on Women in Tech, family friendly policies and health issues.

Ultimately, the best part of Eagle Eye is the people that work here; work can get stressful, but we all have so much fun together and are always there to support each other.

So, do you want to work with a bunch of amazing people in a place where your voice is heard no matter your role? Do you want to help solve problems for some of the biggest retail clients in the world with some cutting edge tech?

**YES?! Then read on!**

# About the role

The Project Manager works directly with our clients and the project delivery team to ensure our projects are delivered on time and produce the desired results. They manage and co-ordinate the onboarding of new clients, oversee different initiatives and project phases, monitors their progress and completion, and ensure the project delivery team meet the expectations of the clients and provide the necessary support and guidance during the project cycle.

While this is not a technical role, they will benefit from an appetite to understand the technical solution that we offer to help resolve challenges in an efficient manner and allow for a broader conversation with the clients.

They know how to manage an Agile project while understanding the importance of being flexible with project management frameworks in order to best support our clients.

The role is likely to include travel to client sites depending on the exact scope of the projects.

The “superpowers” you should possess are autonomy, proactivity, adaptability, and problem solving.

[Sound like you? Read more....](#)

# A day in the life of a Project Manager...

- Manage projects and services as directed by the Programme Director
- To ensure effective delivery of projects by ensuring that the client's requirements, systems and processes are understood by the project delivery team
- Oversee the capture and documenting of the client requirements by the project delivery team Business Analysts (BA) and obtain sign off
- Ensure projects are delivered on time and to budget
- Proactively manage the delivery of project milestones to agreed deadlines, ensure business ownership is established for implementation
- Oversee the user acceptance testing process
- Manage the documentation for all work undertaken. Create, maintain and circulate project plans and other project control documentation
- Management of all project risks, issues and actions. Resolve or escalate critical issues to the Programme Director.
- Manage the change control process
- Organize and chair project meetings
- Produce and circulate a weekly project summary
- Develop a good understanding of Eagle Eye's systems, website solutions, payment services, administration and reporting services
- Work alongside internal departments on internal product development, system upgrades, testing and deployments to live.
- Develop positive and productive relationships with Customers, Project Delivery teams, Development Teams, Technical Support, External Partners and Service Providers

# About you

## You are...

- Adept at managing multiple projects and schedules and see them through to completion.
- Able to identify risks at the outset of a project and develop proper mitigation plans if the risk is realized.
- A skillful negotiator with the ability to keep stakeholders content and working toward a unified goal
- Able to take control and make decisions
- Able to adapt quickly to change and to work with ambiguity.
- Highly organized and task driven.
- Capable of recognizing what's important versus what's urgent.
- Confident being customer facing
- An excellent relationship builder
- Outgoing, energetic, and honest.

## You have...

- PMI or similar project management qualification (desirable)
- Minimum 5 years relevant experience in project management.
- Experience working with multiple project management methodologies such as Agile, Kanban, Waterfall, etc.
- Experience working with cross-functional IT teams including software development, BA and QA.
- Proven experience of planning, facilitating and leading workshops and meetings to deliver agreed outcomes
- Exceptional organizational and communication skills
- Knowledge of Information Security principles and practice

# Is this you? In return we will give you...

- A competitive base salary
- Bonus scheme with potential to earn up to 10% of salary dependant on your own personal behaviours, achievement of goals and company revenue targets
- Flexibility to work from home/various office locations and flexible hours or job shares considered
- 401K and Health where eligible
- Generous annual leave package including
  - 20 days paid annual leave, rising to 25 after 2 years' service plus 6 observed days per annum
  - 5 days paid sick leave per annum
- Enhanced parental / family leave policy
- Support in continuous learning and self-development
- Access to the paid Headspace app subscription
- Mental Health First Aiders
- Employee Resource Groups focussed on underrepresented groups in Eagle Eye, including Purple Women
- Charity Committee committed to organising events throughout the year to raise money for those less privileged
- A friendly, fun, growing team of people who work hard but love to play hard too, with location specific Christmas parties and annual whole company get together hosted in the UK

## Our Values



Behaving with integrity e.g. honest, collaborative, transparent, communicative, supportive, hardworking etc. is how you show your character.

***This is how you earn trust.***



Making wise decisions, delivering to a high standard, on time, to budget - doing what you say you will and making every day your masterpiece.

***This is how you keep trust.***



Use intelligence, creativity, experience and sweat to develop solutions that are excellent.

***This is how we will improve as a business.***



Be high energy, enthusiastic, can do, use your personality to make a difference, make shit happen, have fun and celebrate success.

***This is why we'll enjoy the ride.***



We only win as a team so we focus on the success of the team – it's we not me, make sure the next person succeeds.

***This is how we pass the Purple forward.***



Be kind, be thoughtful and ensure your actions are always enriching and never diminishing the lives of those you come into contact with.

***This is the glue that binds us together.***

We are purple





# We look forward to hearing from you!

## Head Office

31 Chertsey Street, Guildford,  
Surrey, GU1 4HD

Tel: 0844 824 3686

## London

2nd Floor, 21 Liverpool Street,  
London EC2M 7PD

Tel: 0844 824 3686

## Melbourne

Regus, Office 3227, 367 Collins St,  
Melbourne VIC 3000

Tel: +61 (03) 9070 5080

## Manchester

1 Lowry Plaza, Digital World Centre,  
The Quays, Manchester, M50 3UB

Tel: 0844 824 3686

## Toronto

Workplace One, 111 Peter Street,  
Toronto, ON, M5V 2H1

Tel: +1 (647) 846 8869

[careers@eagleeye.com](mailto:careers@eagleeye.com)

[www.eagleeye.com/careers](http://www.eagleeye.com/careers)

[@weareeagleeye](https://www.instagram.com/weareeagleeye)