ContactEngine

ContactEngine Position Description

Position Title: Head of Workflow Management
Department: Account Management
Reporting to: VP Account Management

Background:

At ContactEngine, we're passionate about innovative SaaS solutions that drive value, enhance operational processes, and improve the customer experience while delivering substantial return on investment for our clients. We are a Shoreditch-based, dynamic, vibrant and extremely motivated team already working with some of the UK and world's best known brands.

Our focus is mainly on Customer Communications using omni-channel SaaS Solutions.

Role Main Purpose:

- Managing all Client project and solution roll-outs, including work schedules, project prioritisation, resource allocation, etc…

- Acting as the interface between the Account Management and tech teams to ensure the timely and efficient delivery of our solutions.

- Collaborating with the Account Management team and internal teams (e.g. Dev, IT, Marketing) to ensure the timely and successful delivery of our solutions.

- Connecting with key business specialists, stakeholders, and leaders to facilitate the efficient and seamless progress of projects.

Duties and Key Responsibilities:

- Using appropriate workflow management tools, systems and techniques to coordinate day-to-day workflow taking into account resource demand versus availability.

- Engage, and negotiate with stakeholders throughout the business to ensure support for the workflow management process.

- Be aware and in control of workload challenges in real time and provide management timely and accurate visibility of these challenges.

- Manage or negotiate the allocation of resources (people) to support BAU workflow and workload challenges across the Account Management and tech teams.

- Maximise resource efficiency through constant review of "current state" and appropriate resource allocation optimisation.

- Communicating clearly and regularly with your stakeholders to ensure they are kept abreast of the status and progress of ongoing projects.

- Developing and embedding processes designed to standardise trigger-points and corresponding actions for each stage in a project's lifecycle.

- Learning from industry best practice and adopting techniques to enhance ContactEngine workflow efficiencies.

www.contactengine.com

Required Core Skills and attributes:

- Proven Workflow Management experience or other relevant experience.
- Ability to communicate, present and influence stakeholders and sponsors at all levels of the organisation.
- Intimate knowledge of large organisations' and/or corporations' operating practices and mechanisms that will enable you to tailor designs and influence outcomes.
- Ability to identify efficiency improvement opportunities and implement relevant process improvements.
- Experience in delivering client-focused solutions.
- Ability to manage multiple projects concurrently without loss of quality or attention to detail.
- Fluent in MS Office package including Excel, Word and PowerPoint.
- Clear and concise written and spoken communication skills.

Personal attributes and other requirements:

- Willing to travel.
- Strong self-starter and able to work independently.
- Strong work ethics.
- Honest, diligent and trustworthy.

What we bring to the table:

- Award-winning company with world class and industry changing SaaS products and services.
- A flexible working environment and the ability to work from home.
- Ability to learn and grow with the business, personal development, internal promotion and growth opportunities.
- Very strong culture and a tight-knit team of colleagues.
- 25 days paid holiday
- Private Health Insurance
- Pension Scheme

Timings / Remuneration

- Full time
- Remuneration TBC

We are committed to creating a diverse and inclusive company that better reflects the community we live in. We therefore welcome applications from candidates of all backgrounds.

www.contactengine.com