

Delivery + Programme Manager

CrescoData is an exciting market leader in the Commerce space. Headquartered in Singapore, it delivers Commerce-in-the-Cloud services to enterprise customers across the globe.

This is a unique opportunity to work in an agile market-leading company in a fast growing sector and work with large global customers. At Cresco we work hard as an energetic tight-knit team, we are hustlers who pull together and have FUN! Come and join us on our journey.

Culture

Culture is something that is really important to us at CrescoData. You'll be joining a friendly, inclusive team that values people, growth, development and fun! We regularly run weekly company initiatives like fitness bootcamps, team building days, monthly awards for going above and beyond and team events to reward hard work and a great attitude. Expect to join a unique market leading Singapore company with a global culture and mindset.

The role

Working with a wide range of global enterprise businesses to deliver CrescoData eCommerce projects on time and within budget. Reporting directly to The Head of Product to accomplish project objectives by planning, evaluating and managing project activities.

The Delivery and Programme Manager must have strong hands on operational project management skills and successfully built and lead a team. This includes being involved in all aspects of the project delivery lifecycle - including scoping, reviewing, pushing to developers, testing, deploying and ultimately delivering to the Customer Success team.

- Metrics and Reports: You will own
 - Meeting Delivery Revenue targets
 - Resource planning (current + future)
 - Time-logging
 - Projects tracking to budget
- Lead and drive the service delivery and projects implementation - end to end from scoping through to go-live, ensure projects are on time and on budget.
- Owns Sprint Planning
- Act as the point of contact for customer project delivery
- Maintain a large customer focus with leadership, stakeholder engagement & management
- Manage and communicate with key holders on operational support daily
- Report back to the team leads on delivery timelines through monthly/weekly/daily project progress reporting activities
- Setup and facilitate weekly customer and internal update calls
- Own the updating and administering of internal and customer-facing project boards

- Continuously work with the Head of Product to allocate and update resourcing for existing, scheduled and future projects
- Own internal processes to ensure projects are documented and compliant
- Suggest improvements to operational workflows and processes to improve efficiency
- Confidently interact with customers and stakeholders at all levels to overcome complexities
- Manage risks and issues and take corrective measurements
- Manage larger projects
- Management of Developers in Delivery Team and PM

Skills and Qualifications

We'd like you to have the following skills:

- You are a Project Manager who is looking to transition into a larger role
- Proven track record in delivering results and getting things done whatever it takes
- Provide strong leadership and have experience in managing a cross-functional team to meet KPIs and deadlines
- You have experience in managing and driving multiple, fast moving, complex projects at any one time whilst taking ownership of their milestones
- Results and process driven with a good knowledge and handling of project and program management methodology and techniques
- Great communicator across all levels, taking ownership of internal stakeholders and customers, communicating and following up
- Planning and Resource Management - Being able to see where new projects can be scheduled based on existing and scheduled work
- Demonstrated ability to find innovative ways to resolve problems
- Experience with owning and tracking to a project budget and deadline

In addition, the following skills would be useful:

- Engineering degree or technical understanding
- Experience in the eCommerce space.
- Experience in reviewing technical documentation such as APIs.
- Demonstrated use of project boards
- Demonstrated experience of managing teams to delivery on-time and on-budget
- Scrum master
- Experience in managing developers
- Experience in managing test teams

The successful candidate will have these personal skills:

- Hands on - not afraid to roll up your sleeves and do what it takes to get things done
- Deadline driven with a track record of delivering to revenue targets
- Strong analytical skills and data driven with a high attention to detail
- Organised and can organise and motivate others

Tools

- Monday.com + other project management tools
- Data visualization tools



- Jira
- Hubspot
- GSuite

CrescoData offers

- A unique opportunity to work in a high growth start up at the start of its massive ramp up. Opportunity to grow with us!
- On the job training and personal development
- Mentorship and support from experienced, dedicated professionals to help guide your career
- A fun, stimulating work environment
- Flexible working
- Regular team building events (we've been on Cooking Challenges, Kayaking in Bintan, Beach clean with beach games), free Wednesday lunch, free weekly bootcamp and free Friday drinks!

Please send your CV, a covering letter outlining your experience and why you are the best person for this role; to jobs@crescodata.com