

## Production Manager

Reports to: Managing Director  
Last Revision Date: 19/05/2016

### Job Purpose/Summary

The Production Manager is responsible for the planning, scheduling, monitoring and delivery of all customer projects, ensuring that all business requirements are met, released on time and within budget. S/he is also responsible for serving as a liaison between production, quality assurance, IT and customers, to guarantee predictable, and timely delivery of projects.

### Roles & Responsibilities:

#### Project Lifecycle

- Maintains overall schedule for all project releases identifying deadlines for each project phase and ensuring that all project teams adhere to agreed timelines
- Works closely with Product Owner/Project Manager to ensure the successful delivery of projects and engages with clients to manage expectations
- Delivers a weekly report to all stakeholders documenting project status, risks and mitigation strategies to maintain project objectives
- Manages, monitors and schedules resources (Product Owners, Agile teams, Support team, external resources) using internal systems and processes to record project assignments, changes and upcoming work
- Proactively interacts with team members and management to anticipate and manage changes to projects
- Accountable for the project lifecycle process from project opening to closure, defining clear responsibilities for all stakeholders
- Has financial responsibility for all projects, takes measures to maintain financial tolerance together with Product Owner/Project Manager
- Ensures project handover process is followed when going from Development to Support
- Develops and maintains guidelines and process documentations for the Project Lifecycle
- Escalates to the management team and project stakeholders should project exceptions occur

#### Organizational Responsibilities

- Assists the Sales team with proposal efforts including project scoping, pre-sales calls, allocating tentative resources.
- Hires new staff to build up additional production teams in coordination with HR Department
- Works with the Development Manager and the HR Manager to ensure professional development of all staff in Production Department, reviews their performance as required and clearly communicates a career path for each individual
- Serves as the communication point for all departments interacting with Production

## Experience

### Project Management

- 5+ years professional experience leading teams of five or more staff in developing and implementing complex projects, including planning, scheduling and change management, financial control, and risk management.
- Agile Experience a benefit.

## Soft Skills

### Communication

- Ability to communicate effectively, both verbally, and in writing, to customers and project teams, and respond in a timely manner; provides all necessary information to resolve customer issues and enables customer to make the best decision
- Interacts effectively with peers, management, and cross-functional areas, building relationships and using facilitation skills with both technical and non-technical personnel

### Leadership

- Demonstrates accountability in the overall success of all projects
- Demonstrates solid understanding of project contractual obligations; key assumptions, dependencies and client expectations for the project
- Prioritizes projects by importance and deadline; discerns what is crucial from what is just urgent
- Able to understand the various leadership styles and applies them effectively as required.

### Client Management

- Continually seeks opportunities to increase customer satisfaction and deepen client relationships

## To Apply

If interested, we would love to hear from you. Please send your CV and cover letter to [jobs@web-essentials.asia](mailto:jobs@web-essentials.asia). For more information, please check our website or contact phone number below.