



Project Manager

Job description

Position Summary

Responsible for ensuring customer satisfaction and retention. Manage day-to-day operations of assigned projects including regular reporting to HPI Management and Customer as required.

Hours

37 hours per week basic with overtime as necessary to fulfil the role.

Responsible to

Managing Director, HPI Energy Services Ltd.

Responsible for

Assigned resources.

Location

HPI Energy Services Ltd., Lincoln, UK.

Main Responsibilities

- To cultivate and maintain strong customer relationships.
- Ensure HPI QA, Environmental, Health & Safety Targets are met and complied with. Undertake and Pass NEBOSHH certification within 6 months of joining.
- Assume total responsibility for contract execution from contract handover (at PO acceptance) through to final completion (including warranty phase).
- Liaise with the Directors and management to ensure that all HPI contractual obligations are met throughout all phases of the contract(s).
- Create and execute project work plans and revise as appropriate to meet changing needs and requirements.
- Identify resources needed and assign individual responsibilities.
- Manages day-to-day operational aspects of a project and scope.
- Review deliverables prepared by team before passing to client.
- Effectively apply our methodology and enforce project standards.



- Minimise our exposure and risk on project.
- Ensures project documents are complete, current, and stored appropriately.
- Track and report team hours and expenses on a weekly basis.
- Manages project budget.
- Track and report project expenditure on a weekly basis.
- Determine appropriate revenue recognition, ensure timely and accurate invoicing, and monitor receivables for project.
- Follows up with clients, when necessary, regarding unpaid invoices.
- Analyse project profitability, revenue, margins, bill rates and utilisation.
- Interface with Engineers, Project Managers, Technicians, and external suppliers to ensure effective and efficient work scope completion.
- Interface with the client's personnel on a regular basis to ensure their full satisfaction during the course of the contract.
- Provide regular progress reports to the Directors, and HPI management team. Reports to include project progress and upcoming work, client perception, costs to date, invoicing status, resource requirements, technical or commercial issues, significant variations to plan or cost model, variation order status etc.
- Provide monthly project reviews to the Directors, and HPI management team. Agenda to include same topics as weekly reports plus updated project plans, resource plans and cost models.
- Produce further analysis and reports as may be required by the Directors, or HPI management from time to time.
- Identifies business development and "add-on" sales opportunities as they relate to a specific project or customer.
- Assists proposal efforts including completing project scoping.
- Effectively convey our message in both written and verbal business development discussions.
- Respond to customer issues and resolve customer problems.
- Monitor customer satisfaction feedback and resolve any issues raised.
- Facilitate team and client meetings effectively.
- Hold regular status meetings with project team.
- Deliver engaging, informative, well-organized presentations.
- Resolve and/or escalate issues in a timely fashion.
- Understand how to communicate difficult/sensitive information tactfully

General

To carry out any other duties commensurate with this post as directed by the Directors.

Professional Qualities

- Demonstrable ability to pre-empt potential problems and provide effective solutions.
- Challenges others to develop as leaders while serving as a role model and mentor.

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- Inspires coworkers to attain goals and pursue excellence.
- Identifies opportunities for improvement and makes constructive suggestions for change .
- Manages the process of innovative change effectively.
- Consistently acknowledges and appreciates each team member's contributions.
- Effectively utilizes each team member to his/her fullest potential.
- Motivates team to work together in the most efficient manner.
- Keeps track of lessons learned and shares those lessons with team members.
- Mitigates team conflict and communication problems.
- Manages day-to-day client interaction.
- Sets and manages client expectations.
- Communicates effectively with clients to identify needs and evaluate alternative business solutions.
- Continually seeks opportunities to increase customer satisfaction and deepen client relationships.
- Excellent motivational and people skills
- Excellent communication skills (written and verbal)
- Excellent computer skills (including MS Office and MS Project or similar).
- Commercial awareness.
- Management skills.
- Full current driving licence.
- Ability to maintain Company integrity through confidentiality and discretion.
- Ability to embrace change.
- Ability to promote the Company and associated organisations.
- Ability to travel worldwide (without restriction) to meet clients.

Qualifications/Experience

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| 1. Educated to degree level in engineering or equivalent through industry experience | Essential |
| 2. Knowledge of managing complex PLC automation or control system projects or similar | Essential |
| 3. Knowledge of the power, gas and offshore industry | Desirable |
| 4. Sound understanding of contract principles and operation | Essential |
| 5. Understands financial aspects of contract management | Essential |



EEO Statement

HPI Energy Services, LLC is an Equal Opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.