



Delivery Manager

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**IGNITE
DIGITAL
GROWTH**

www.greenlightcommerce.com



THE HOME OF GREENLIGHT

Set a stone's throw from Kings Cross station, this renovated warehouse offers Greenlight and its clients the opportunity to play pool while discussing technology, sip a beer while chatting UX design and enjoy classic arcade games while talking digital growth.



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Job Specification

Delivery Manager

Who you will be working with

You will report to the Operations Director to set the agenda for all things related to your eCommerce accounts and your closest allies will be the eCommerce Delivery team. You'll work with an outstanding team of highly regarded experts in their field to help drive growth for our eCommerce clients. You'll talk to the rest of the business to ensure you can deliver digital marketing expertise to your clients in a manner expected of a leading agency.

Externally, you will be working closely with eCommerce clients, platform vendors and third party integration suppliers in a combined effort to deliver on the goals of the eCommerce practice.

Role and responsibilities

Whilst we have given an indication of what we expect from you, we also expect you to think outside of this list; go and create something special, look for opportunities, come to us with ideas.

- Manage the day-to-day activities of the eCommerce team across the full SDLC for owned projects
- Responsible for day-to-day communication with clients including calls, status reports, onsite visits, etc.
- Plan and monitor multiple project work streams effectively, including the management and communication of change and risk across work streams
- Organise and run workshops with clients, write requirements and proposals
- Manage project budgets, from scoping and costing work to monthly billing
- Work closely with the customer to identify opportunities to grow eCommerce revenue
- Continual improvement of processes, procedures and tooling to improve the effectiveness of the eCommerce team
- Report to the Operations Director on project progress, risks and opportunities
- React to site outages and other critical issues in a timely and effective manner, occasionally out of hours
- Contribute to staff performance appraisals and recruitment where appropriate

Qualification & Skills Requirements

Essential Skills & Experience:

- Strong project management, client facing and presentation skills
- Confident with numbers and budgets and with a commercial approach to projects using budgets creatively
- People management experience of developing, nurturing and recruiting a team
- A confident and clear communicator, both in person and on the phone, able to quickly build excellent working relationships with internal and external stakeholders
- Strong networking skills, confidently develops new relationships, connects people
- Creative and strategic thinking to identify opportunities and challenge the status quo. Be a maverick

What behaviours will we be seeing?

- Energy and enthusiasm promoting all things eCommerce and development
- Complete ownership and being in control – what’s happening, when, where and what the impact is
- Curiosity – asking questions and finding opportunities, generating ideas and encouraging others to think differently
- Great communication skills – engaging, articulate, passionate and tells a great story
- Constant networker – you’ll be talking about who you’ve met, how you’re connecting these people and what impact it will have, growing contacts and networks constantly
- Constantly talking up Greenlight, our achievements and our people, but always with integrity
- Influencing and changing perceptions of colleagues and clients
- Sharing your knowledge about your expertise, as well as soaking up opportunities for you to learn new skills

About Greenlight Commerce

Greenlight Commerce is an award-winning, ecommerce solutions practice that specialises in SAP Hybris and Salesforce. We’ve worked with many of the Top 500 retail companies, including Liberty, The British Home Store, Furniture Village, Maplin and Thomas Pink.

Part of the Greenlight group, our eCommerce practice is tightly integrated with our full services digital marketing business, providing our clients with the expertise and technology they need to deliver real digital growth across all areas, in the one place.