

## **JOB DESCRIPTION**

**Job Title: JIRA Projects Executive – 9 months**

**Reporting to: Group Development Manager**

**Department: IT**

**Location: Home/Nelson House Farnborough**

**Working Hours: Full time, permanent**

### **Company Background**

Hotelplan is a large pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.

In the UK, Hotelplan is a well-established and profitable family of specialist tour operators, with a strong tradition of excellence & high standards of quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in UK and overseas are focused to ensure that we meet, indeed exceed the expectations of our discerning and loyal customers, many of whom travel with the company time and again.

Our vision is “Creating amazing holiday experiences to be proud of”.

The Hotelplan UK family of brands includes Inghams, Esprit, Santa’s Lapland and Flexiski based in Farnborough, together with the adventure travel businesses, Explore Worldwide also based in our Farnborough offices and Intravel business based near York.

### **Job Purpose**

As Projects Executive you will work across one or more of our brands to help deliver projects for our public facing websites and internal developments. You will be working as part of a multi-discipline, skilled digital team, and should have experience of running web development projects. The ability to plan at both a higher level and getting into the detail is essential, and you should also be adept at understanding your team's problems and helping to resolve day to day issues.

In addition to the required skills outlined below, you will have a positive and engaging attitude as an absolute must to both motivate your team and also to inspire the business around you. We have exciting plans and plenty to do - it's a great opportunity for the right person.

### **Main Responsibilities and Key Tasks**

The key elements of the role are:

- Day to day responsibility for facilitating effective work.
- Day to day communication and status updates.
- Monitor the status of projects through scheduling regular team meetings (stand-ups, weekly show and tells)
- Communicate with third parties, feed back to the wider business including senior stakeholders
- Create and manage supporting project documentation.
- Identify resources and assign responsibilities to team members.
- Identify potential issues, and work to resolve blockers efficiently
- Communicate with internal colleagues to understand their requirements

- Consider opportunities and potential risks attached to suggestions you make
- Identify the processes and information technology required to introduce your recommendations
- Produce written documentation to support your work, report on your findings and to present to stakeholders when necessary

## **Knowledge, Skills & Experience**

### **Required:**

- A person who is able to get the best out of people by giving clear and encouraging messages about priorities, objectives and expectations.
- Strong organisational and planning skills, and the ability to prioritise the work that needs to be done against the capacity and capability of the team. The ability to identify warning signs of potential issues, and to provide a decisive response to significant delivery challenges.
- Working experience of both agile and more traditional waterfall-based approaches to delivery.

### **Desired:**

- Understanding of budgets, and the ability to run projects within defined costs, and to strict deadlines.
- Experience of working with user stories, and ideally the ability to write them.
- Experience of working with third parties, ideally including digital agencies.
- Experience of using Confluence for documentation and JIRA for task management.
- Demonstrable experience of delivering successful digital/IT projects.
- Ability to manage multi-discipline teams - including having a working knowledge and appreciation of different disciplines.
- Ensure all products are built to an appropriate level of quality for the stage (alpha/beta/production)

### **Values**

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

### **Key Competencies**

- Strong focus on customer service and ensuring the needs of various stakeholders (internal & external) are satisfied at all times
- Driven by deadlines, with the ability to work on own initiative as well as part of a team
- Comfortable with objectively challenging their peers, superiors and reports to ensure adherence to agreed quality standards (this equally applies to suppliers) works well under pressure
- Flexibility & adaptability to learn and apply new processes, demonstrating continuous improvement
- Strong interpersonal skills, comfortable dealing with people at all levels of an organisation
- Effective planning ability to ensure conflicting deadlines are met
- Pro-active and “can do” attitude

***Please note that some travel both within the UK and overseas will be involved, plus weekend shifts at peak periods over weekends and Bank Holidays, as “normal course of business”.***

*This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.*