



MAK-SYSTEM

INTERNATIONAL GROUP

Caring, Sharing, Developing

Job Role: Program Manager

Country: North Macedonia, Serbia, or Spain

Reporting to: EMEA Customer Success Director

Who are we?

Founded in 1984 and headquartered in London, MAK-SYSTEM is a leading provider of healthcare software for the management of blood, plasma, tissue, and cell products. MAK-SYSTEM is a pioneer in its field, providing leading-edge software for the blood chain management process, from donation through to transfusion. The company is continuously investing in the development of software solutions to shape the healthcare of tomorrow using reliable, secured, and scalable technology. We have offices in London, Paris, Madrid, Chicago, Frankfurt, Skopje, and Belgrade (for more information, please visit www.MAK-SYSTEM.com).

MAK-SYSTEM is going through a major growth transformation looking to revolutionise the way we work and the way we serve our customers. Together we are improving our products, ways of working, and methods of delivery to serve more customers in better ways, and we're expanding our team to help us deliver that.

Who are we looking for?

MAK-SYSTEM values the service delivery and put focus on delivering high quality and effective solutions across a wide range of customers. We are currently searching for a strong program manager to join our team and continue our tradition of success. Our program manager will provide strategic guidance to project managers and cross-functional teams to ensure the effective governance of our projects, strengthen our relationships with our customers, and ensure that our project managers are supported in delivering great outcomes for them. He or she will be an excellent leader and be able to support people with a range of disciplines and experience levels to produce high quality results in a timely manner. They will also act as a centre of excellence for project and programme management across the business, and drive improvements in the way we conduct it. The Program Director may also take direct charge of elements of complex deployments – ensuring that multiple project managers delivering discrete elements are co-ordinated and working in harmony to produce an overall result that meets our customers' expectations and needs.

A typical day might include:

- Working closely with Customer Success director, cross-functional teams, and assigned project managers to plan and develop scope, deliverables, required resources, work plan, budget, and timing for new initiatives
- Working with project managers to solve specific problems related to deployments, and ensuring that they have what they need to deliver
- Managing program and project teams and coordinating cross-project initiatives
- Overseeing and co-ordinating programs of multiple projects, monitoring progress, identifying interdependencies making interventions where needed;

- Developing deep relationships with clients, and stepping in where needed to rectify issues or misunderstandings;
- Developing and managing program budget and taking actions and making decisions to ensure delivery against established business goals/objectives
- Working with other program managers to identify risks and opportunities across multiple projects within the department, and taking actions to address them
- Identifying, analyzing and mitigating program risks
- Providing expert advice and knowledge on program and project management to colleagues and customers to solve problems
- Building and developing MAK knowledge and best practice in program and project management
- Reporting on progress to the executive management team (Comex) and other stakeholders and proposing actions and recommendations where needed

Your key relationships will be:

- Customer Success Director
- Customer Project Managers
- Finance managers
- Project coordinator
- Head of Products and Solution Architecture
- Head of Commercial

This job might be for you if you:

- Have strong leadership skills, and an exceptional ability to deliver through others
- Are able to work positively with a wide range of individuals to deliver together
- Have very deep knowledge of and passion for program and project management
- Have excellent organizational skills
- Have deep knowledge of project and programme management
- Are a strong team player, with good critical thinking skills
- Have a good knowledge of budgeting and resource allocation procedures
- Have ability to find innovative ways to resolve problems
- Enjoy improving how things are done, as well as making sure they get done
- Care passionately about ensuring the safety of our customers' patients
- Have good written, oral, and presentation skills in English

You will have:

- Master's degree preferably in the related discipline
- 5+ years in a management role, preferably in an IT Healthcare industry
- 5+ years of project management experience
- Deep experience and knowledge of a range of project management techniques (e.g. agile, scrum)
- Proficiency with Microsoft Office, including Microsoft Word, Excel, PowerPoint, etc. to perform critical job functions, trending, reporting metrics etc.;

- Exceptional leadership, time management, facilitation, and organizational skills

You may have (nice to have but not essential):

- Project-Management Professional (PMP) certification- Project Management Institute
- Experience in developing the knowledge and skills of an organization (or part of an organization) and its people
- Good working knowledge of change management principles and performance evaluation processes
- Knowledge of MAK-System software products, or similar blood management software

If you are interested, please send your application at: jobs.mk@mak-system.net; D.Kiprijanovska@mak-system.net