



Professional Services Director

About the company

Redfaire is a fast-growing, international technology company with operations in the UK and Ireland. Redfaire implements and manages Oracle ERP (JD Edwards) on Oracle Cloud infrastructure as well as developing its Owned IP for cross selling to the same base of customers.

Redfaire provides consulting services, managed services and cloud infrastructure services with a specific focus on Oracle Cloud.

We are problem solvers and trusted advisors and are committed to developing long-term, mutually beneficial partnerships with our clients.

Our clients work in many industries (manufacturing, retail, oil & gas, wholesale & distribution, food & beverage, pharmaceuticals and services) and range from, large scale multinationals to ambitious SMBs. The common denominator among our clients is the strategic use of Oracle technology, (JD Edwards and Oracle cloud), to build sustainable competitive advantage.

You will be joining a dynamic, international and ambitious team.

About the role

This is a client facing and varied role requiring an individual with both strong management and interpersonal skills. You will have responsibility for the running of the Professional Services Practice and for the delivery of all projects. Your core area of operation will cover the UK, Ireland and Europe, although some projects will be outside of these jurisdictions. This position will be based in the UK or Ireland. The successful candidate will be expected to travel frequently (observing as necessary company and government travel and safety guidelines) to client and partner locations. This role will report to the Redfaire Chief Operating Officer (COO).

Your responsibilities

Responsibilities of this role include, but are not limited to:

- Responsible for the quality and achievement of defined success criteria on Professional Services Projects
- Develop a deep understanding of the value proposition of Redfaire and Redfaire International solutions
- Responsible for gross margin for all Professional Services Delivered projects
- Responsible for all Professional Services Costs for Budget, Forecasts and Actuals
- Resource Management for direct reports and arbitration on project resourcing

- Overseeing Training, Education and Implementation of Project Methodologies and Processes for the Professional Services Team
- KPI Reporting & Analysis such as Margin, Utilisation etc...
- Line Manager and Mentor for the Professional Services Team
- Point of escalation for all projects
- Proactive use and Team adoption of internal collaboration tools and systems
- Support and quality assurance role for Pre-Sales and Sales
- PM Role on some activities / small projects
- Project Director role – Steering committee attendance
- You will be responsible for project related communications with the client and for maintaining the reputation and image of Redfaire.

Qualifications/Skills

- Proven experience in a team management and client facing role for ERP or similar package (preferably Oracle JD Edwards)
- Experience with the simultaneous management of multiple clients (preferably in a solution integrator or similar organisation)
- Proven negotiation skills
- Creative approach to implementation and resourcing solutions
- Successful track record of delivering on time, on budget projects and initiatives
- Successful track record in the development, rollout and adoption of new processes and procedures (Ways of Working)
- Ability to communicate across all levels of both client, partner and Redfaire organisations.
- Ability to build relationships/engagement across all organisation levels and functions

Please send your CV to careers@redfaire.com by COB 17 September