

# Engagement Manager, Senior

## Job Description

At Forward Security, we foster a culture of collaboration, excellence, openness, community, and teamwork. We are passionate about security and aim to build a world-class team of likeminded individuals who share the same vision as we do.

The Senior Engagement Manager plays a crucial role in ensuring the consistent application of project management discipline from project initiation through to completion and close-out. This position not only entails managing assigned projects within Service Delivery but also actively involves participating in the pre-sales process and post-project client relationship management. The Senior Engagement Manager is responsible for the successful tactical delivery of projects and adept at identifying and pursuing additional work opportunities within an account.

**Note:** This role offers a dynamic career path with the potential for growth. The ideal candidate will be considered for promotion to Director level based on performance and organizational requirements.

## Responsibilities

- Develop and review project proposals and plans, determining timeframes, staff requirements, resource allocation, and implementation strategies.
- Engage in the pre-sales process, collaborating with the sales team to understand client needs and contribute to the development of proposals.
- Maintain a comprehensive portfolio view of current and future engagements, presenting key service delivery metrics to the executive team.
- Manage the full project lifecycle, ensuring successful project delivery in line with client expectations.
- Oversee post-project activities, including client satisfaction assessment and identification of opportunities for additional services or engagements.
- Lead or participate in internal improvement initiatives, ensuring team compliance with all policies and procedures.
- Undertake additional responsibilities as necessary.

## Requirements

- MBA or a bachelor's degree with relevant work experience.
- Minimum of 5 years of experience in project management, preferably in a senior management role in a technical services organization.
- Experience in client-facing roles, with involvement in both pre-sales and post-project activities.
- Solid knowledge of Agile project management processes and methodologies. Certification in Agile methodologies (e.g., Certified Scrum Master, PMI-ACP) is highly desirable.
- Commitment to continuous process improvement.

- Advanced proficiency in MS Office Suite, particularly Excel and PowerPoint.
- Excellent written and verbal communication skills, with strong interpersonal and relationship-building abilities.
- Flexibility and adaptability in various working environments.
- Expertise with Monday.com desirable