About Poq

Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and fully customised native apps in record time. Apps allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content to their customers.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Hotel Chocolat, Holland & Barrett, Belk, the Cotton On Group and FeelUnique.

Founded in 2011, the company has offices in London and New York. It is Venture Capital backed having raised £16.5 million with the most recent round led by Smedvig, with participation again from previous backers Beringea and Meyer Bergman.

About the role - Project Manager

You will have a good technical understanding and a bit of hustle in you, to ensure apps launch in a quick and efficient way. Within the fast-growing Professional Services team you will be leading on launch projects, working with clients and the development team, as well as preparing the app for launch. Onboarding new clients onto our platform will be a main focus of this role but there will also be opportunities to work with clients post-launch on change requests and evolutions, as well as managed services to deliver bespoke features and to integrate clients with third-party integrations.

What you'll be doing

Project Management:
- Sprint planning & Agile ceremonies i.e. Stand-ups, backlog refinement, retrospectives.
- Managing project deliverables and prioritising the backlog with the project team
- Hosting workshops for project kick-off, technical and design reviews
- Working with the internal Product team to adhere to the Platform functionality and extensions for PS to utilise
- Ensuring projects are kept on track within time and budget constraints
- Triaging defects and obtaining Quality Assurance sign-off
- Governance - frequent reporting on project status, resource utilisation and budget
- Managing project change log in line with scope & budget, and where applicable, handling change requests
- Manage external/internal dependencies, issues and risks effectively and be prepared to creatively propose solutions to challenges

App preparations:
- Distribute Beta Builds for testing
- Create client CMS and analytic accounts
- Create app content in CMS
- Prepare content for the app store

Client readiness:
- Run training sessions on Poq's CMS
- Liaise with relevant colleagues and clients on launch and app store optimisation
- Handover to Support for BAU after launch

What we're looking for

Experience:
- At least 2 years of experience in a client facing Project Management/Implementation role
- Understanding of, and interest in mobile technology and the ecommerce sector
- Meticulous attention to detail, great communication and organisation skills
- Commercially adept, with a solid understanding of change and release management
- Experience in working with in-house developers, and third-party suppliers
- Experience in releasing software, following processes for a handover to BAU service procedures
- An understanding of Agile methodology

- Experience using software and content management tools
- MS Project, Jira, or similar Project Management software

Desirables:
- Practitioner qualification in Agile Project Management
- Managed app content and releases via AppStore connect and Google Play
- Understanding of API integrations and the software lifecycle.

We love spending time together as a team, check us out on Instagram. You can see more about our team here.

How to apply
We'd love to hear from you - please email your CV to recruitment@poqcommerce.com.

GDPR Compliance at Poq
Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.