

Job title: Localisation Program Manager
Location: Cambridge, United Kingdom
Contract type: Full time, permanent
Salary range: Salary commensurate with experience

About Alpha

Alpha CRC, founded in 1987, a Multilingual Global Content Company headquartered in Cambridge, UK, is looking for an experienced and ambitious Localization Program Manager.

You will be working in an international environment with more than 30 different nationalities from all over the world and a welcoming and friendly atmosphere, in one of the most attractive cities in the UK, 50 minutes from London.

Position Description

The Localisation Program Manager will be responsible for delivering a successful localisation program that meets customer requirements by liaising between our customers, internal teams, and external vendors.

The role of the Program Manager is to manage a full team of project managers and linguists dedicated to delivering a complex localisation program. Ideal candidates will have 8+ years Project Management experience with at least 5 years within the localisation industry. Candidates will have been in charge of running distributed teams of project managers or linguists. Candidates need to have full understanding of localisation production processes, scheduling, budgeting and workflows, including MT processes, Workflow Management tools, CAT tools, desktop publishing tools, graphics and audio file processing, etc.

Main responsibilities:

- Function as a business partner with external and internal stakeholders by representing the Project Management team, providing recommendations, best practices and producing innovative ideas to push the boundaries of the program.
- Work with other project managers to review and analyse existing projects and develop optimal program portfolio to make sure to drive production in the most effective way in terms of cost, quality and timeline.
- Engage in localisation planning and team coordination from an early phase and lead a localisation strategy discussion to select the most effective localisation strategy.
 - Lead discussions with all stakeholders
 - Monitor scope analysis and estimate budget
 - Interface proactively with teams to recognize, mitigate, and resolve project risks and issues
 - Track hi-level milestones and progress
 - Manage program budget
 - Provide assessments and quotes, identify, allocate resources and address any resourcing conflict
 - Monitor quality according to agreed quality parameters

- drive Language Quality Assurance activities and reporting, addressing and operating to resolve issues promptly
- Manage day-to-day relationship with customer and customer representatives on project matters
- Provide regular status reports and work on solutions to ensure customer satisfaction

- Establish and coordinate communication among various production groups and effectively remove barriers to localisation program success.
 - Implement and improve processes to optimize program effectiveness
 - Ensure clear and consistent information to set the right expectation from all stakeholders
 - Monitor program status and evaluate the program effectiveness
 - Implement changes as necessary
 - Support project teams by creating an environment where cross functional team members can directly communicate and collaborate

- Manage program budget.
 - Liaise with customer and internal team to understand and meet the program budget
 - Ensure Cost milestones are being adhered to by the internal and external localisation project team
 - Check and approve internal and external spend
 - Manage invoice cycle

- Provide leadership to promote positive, collaborative relationships between the teams. Maintain enthusiasm, energy and focus in a variety of circumstances.

- Assist in execution of tasks to Project Managers.

Skills and experience:

Required skills

- 8+ years of related business experience preferably in a localisation environment (program/project manager and/or equivalent)
- In-Depth Knowledge of localisation processes
- Excellent computer skills
- Ability to remain calm under pressure and work in a fast-paced process-driven environment
- Ability to interact successfully with a wide range of stakeholders
- Experience working with diverse people and cultures across multiple time zones
- Ability to facilitate productive relationships with all team members to successfully deliver marketing localisation projects; to foster cooperation, commitment, and a positive attitude from colleagues, peers and partners.

Preferred skills/qualifications

- Proficiency in one or more foreign languages
- Project management certificate
- Bachelor's degree in localisation, linguistics, or related discipline

How to apply

Please send your CV and covering letter explaining how you meet the key requirements of the role to Isabelle Weiss at iweiss@thisisalpha.com and Fernando Blasi at fblasi@thisisalpha.com.

You must have the legal right to work in the UK.