



Job Title: ServiceNow Project Manager

Location: Remote · **Type:** Permanent

Reports to: Director of Services

Role Summary

We are a ServiceNow Elite Partner delivering enterprise implementations and managed services across ITSM, ITOM, CSM and AI (Now Assist, Agentic AI). We are looking for an experienced Project Manager to own end-to-end delivery of ServiceNow engagements, keeping scope, budget, timeline and quality on track while managing client relationships and a cross-functional delivery team of architects and consultants.

Key Responsibilities

- Own the full delivery lifecycle for ServiceNow implementations, from kick-off through go-live and hypercare.
- Manage scope against the SOW and WBS, control change, and protect margin.
- Build and maintain project plans, RAID logs, status reports and governance forums.
- Run client communications, steering committees and gate reviews with clear approval decisions.
- Coordinate architects, developers and consultants, removing blockers and managing capacity.
- Track budget, burn and forecast, flagging risks to commercials early.
- Ensure deliverables meet quality standards and align to ServiceNow leading practices.
- Manage stakeholder expectations and resolve escalations before they impact the relationship.

ServiceNow Experience (Essential)

- Proven track record delivering ServiceNow projects across one or more of ITSM, ITOM, CSM, HRSD or SecOps.
- Strong understanding of the ServiceNow platform, release model and implementation lifecycle.
- Familiarity with ServiceNow's delivery methodology (NowCreate / SPM) and partner delivery context.
- Comfortable challenging technical teams and translating between business and platform.

Project Management (Essential)

- Demonstrable delivery using Agile, Waterfall or hybrid approaches, applied appropriately to engagement type.
- Recognised PM certification (Prince2, PMP, APM, or Scrum / Agile equivalent).



- Confident managing fixed-price and T&M engagements, including financial control and reporting.
- Strong commercial awareness and a record of delivering on time and on budget.

Desirable

- ServiceNow certifications (CSA, ITSM Implementation Specialist, or Certified Project Manager).
- Experience in a consultancy or partner environment.
- Exposure to AI delivery (Now Assist, Virtual Agent, Agentic AI).
- Managed services delivery experience alongside project work.

What Good Looks Like

A self-starter who owns outcomes, communicates clearly with clients and team, holds delivery to a high standard, and brings structure to ambiguity.