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Role Title: Project Manager

Based in Braintree, Lolly is a leading software and technology firm in the hospitality sector producing a wide range of state-of-the-art technology solutions including robot waiters, facial verification, mobile apps, EPoS and payment solutions.

Our mission is to make technology simple, by implementing the best solution, incorporating the most reliable intuitive technology and to follow this with first class after-sales customer care.

We exist to create a technology hub for now and in the future.

About the Role

Reporting to the Head of Projects, this is an amazing opportunity to join a thriving business. We’re looking for a proactive and detail-oriented Project Manager to support our busy Project team. The Project Manager will support the delivery of client implementations, internal product initiatives, and cross-functional projects. You will be responsible for managing timelines, coordinating stakeholders, and keeping projects on track from kick-off to go-live.

This is a hands-on role suited to someone who has previous experience in a project environment and is ready to take ownership of delivery across multiple workstreams.

**Role Accountabilities**

* Plan and manage end-to-end delivery of EPOS implementation and upgrade projects
* Work with clients to define requirements, scope, and timelines
* Coordinate technical teams (developers, engineers, support) and ensure resources are aligned
* Track project milestones, timelines, and budgets
* Maintain documentation, including project plans, RAID logs, and meeting notes
* Identify and mitigate risks and escalate issues as needed
* Organise and lead project meetings and status updates with internal and client stakeholders
* Collaborate with Product and Support teams on change requests and post-deployment follow-up
* Ensure projects adhere to internal governance and client SLAs

**Skills & Experience**

**Required:**

* 2–4 years of project management or coordination experience in a tech environment
* Experience working with EPOS, SaaS, or IT deployment projects
* Excellent organisational and multitasking abilities
* Strong interpersonal and stakeholder management skills
* Working knowledge of project management tools (e.g., Jira, Monday.com, Asana)
* Comfortable working in Agile and/or hybrid project environments
* Proficient in Microsoft Office (Excel, PowerPoint, Teams)

**Desirable:**

* Experience delivering solutions to retail, hospitality, or leisure clients
* Familiarity with EPOS hardware (terminals, printers, card readers) and software integrations
* Prince2 Foundation, AgilePM, or equivalent certification
* Understanding of networking basics, APIs, and cloud-based platforms

Why Join Us?

We are one of the leading omni-channel retailers across the UK, but more than that, we are a great place to work. We value you and your development. We pride ourselves on giving our team members the opportunity and continued training and development to enable them to progress their personal and professional skills.

Our aim is to create a fun and creative environment, where your success is paramount to ours and you are given the right tools, support, and platform to achieve your goals. More than that, we want every team member to be happy in their work and feel they can contribute and add value to the business.

**Hiring Process**

We review applications on an individual basis. If we feel you would be a good fit, we will invite you to join us on a Teams chat for an informal discussion about the role, and for you to see if we are a good fit for you.

We value open and honest conversations, giving you the chance to learn more about the role in a friendly and informal environment. We want to learn more about you and why you feel that this next step is the right opportunity for your career development.

We look forward to receiving your application, and we hope to meet you soon.