Outsource Manager

Are you passionate about games?

We love games, so we make games people love to play! Since 2009, PikPok has been making quality mobile games for the whole world to enjoy.

We focus on engaging and delighting players with high quality art, intuitive gameplay and rewarding in-game experiences.

Our team is based in Wellington, NZ, and is made up of talented folk from all over the globe.

We've released successful original games including Flick Kick® Football Legends and Into the Dead®. We also work with top notch partners to create fun, entertaining games that are loved internationally.

PikPok values the contributions of people with diverse backgrounds, experiences, skills, and perspectives. We want our games to reflect the diversity of the people playing them now and in the future. People with curiosity, a sense of ownership, and who actively collaborate will fit well with our values.

In return, we commit to being an employer who balances fun and delivery. We pride ourselves in providing a work environment where it is safe to be yourself. Our teams enjoy the satisfaction that comes from creating success and joy, entertaining the world, and working together.

Which brings us to you. We're looking for an organized, motivated **Outsource Manager** who knows how to get the best out of external teams, and provide clarity and consistency to internal stakeholders. We're looking for someone who will take the ample opportunity available to own your work, collaborate and be curious!

Live the PikPok values

- Be Curious
- Take Ownership
- Collaborate Well

About the role

Outsource Managers support the ongoing growth and development of the PikPok portfolio through ensuring the smooth, high-quality, timely, and profitable development of games through external teams.

This role focuses on ensuring all necessary communication happens between stakeholder and developers, despite innate challenges arising from spatial separation. Outsource Managers ensure that outsource project outcomes, and the way they are achieved, align with company goals.

Primary Responsibilities

1. **Project Management**

   - Tracking of software development projects including the status of software functionality and content and compliance with delivery milestones and against agreed budgets;
   - Liaising with other management staff and team leaders including participation in project planning, producing design, development, process, and technical documentation as required;
   - Having an understanding of PikPok strategies/objectives and the support required to achieve these.

2. **Product / Outsource management**

   - Facilitating the rollout, launch and ongoing promotions, support and ongoing development of assigned products, liaising with appropriate departments to implement these activities;
   - Review the acquisition, engagement, retention, monetisation, and virality performance of assigned products, and speccing, proposing, and facilitating the implementation of product, content, or pricing changes to drive positive movement in those metrics;
   - Act as the primary point of contact between outsource teams and internal stakeholders;
   - Managing relationships with external developers and studios across a range of countries, languages and timezones.

3. **Professional standards**

- Uphold company values - Be Curious, Take Ownership, Collaborate Well;
- Take opportunities to proactively learn new skills, software and market trends;
- Contribute positively to furthering team/project, departmental, divisional and where appropriate, company goals.

4. **Take responsibility for personal Health & Safety behaviour in the workplace;**

- Complete any requests to support H&S correction activity in and for the Studio;
- Actively support Health and Safety initiatives in the Studio;
- Recognise and reward positive health and safety behaviours in others;
- Promote and encourage process improvement opportunities to further improve health and safety.

Experience and attributes

Knowledge/Technical expertise:

- Min. 2 years game or software development experience across multiple projects, in a commercial environment. Ideally 5+ years;
- You will resonate with one of our Company Values in particular: "Collaborate Well".
- Understand of the fundamentals of project management in the context of software development;
- Able to understand and work with varying team dynamics, cultures and approaches;
- Strong process, project & product management skills;
- An understanding of digital distribution, "free to play", and "software as a service" philosophies;
- Good presentation, analysis and communication skills.

Managerial Skills:

- Ability to manage and inspire external teams;
- Able to escalate personnel issues as appropriate;
- Naturally one to take the initiative;
- Ability to handle sensitive/confidential issues;
- Strong drive to achieving quality output and outcomes;
- Ability to interpret and reconcile management and developer perspectives to gain alignment.

People Skills:

- Calm, positive & professional demeanour, appropriate to represent PikPok to external clients;
- Able to communicate effectively with a range of management levels;
- Proactive communication of issues to appropriate personnel;
- Ability to negotiate and achieve mutually beneficial outcomes;
- Excellent interpersonal skills.

To Apply:

- Please send your application to careers@pikpok.com
- Closing date for applications - **Friday 10th September**.