



Job Description

Project Manager

Job purpose:	Managing projects from client sign off through to final delivery, within budget while meeting all deadlines.
Reports to:	Client Services Director

Summary:

The role of the Project Manager is to plan, oversee and finalise projects according to their deadlines, and budget. This includes liaison with the internal team and external resources (freelancers, third party suppliers etc.) in order to deliver projects according to plan. This role also requires management of the client to collect assets, obtain approvals at different stages of the project etc.

You must be extremely organised, personable and have a keen attention to detail. Time, budget and quality are the three vital focus areas for this role.

Key responsibilities

- Lead and plan multiple projects from beginning to end, on your allocated projects
- Be involved in product pitches – in kick off meetings, create key date schedules and add time quotes to Synergist
- Work on allocated projects, once won and requirements confirmed
- Ensuring the project timelines are planned and followed at all times, building in internal deadlines for approval from relevant departments, allowing time for alterations and presenting on to client
- Facilitate the production of all required planning documents (mainly scoping document) and approval from relevant stakeholders
- Proactively manage any changes in project scope, identify potential issues, and devise contingency plans to allow synergy between you and the client
- Hold regular meetings with the studio and / or Production Manager to ensure smooth delivery and update the client on project status
- Challenge the studio to ensure a quality response to the brief and take an active role in developing new ideas that can be sold in to the client
- Training clients – verbal and written – on bespoke functionality of websites or CMS systems
- Post-project evaluations for on-going improvements
- Ensure continuous improvement of project management processes
- Monitor project statuses and present to accounts team weekly, ensuring jobs come in budget and within the correct timescales
- Get under the skin of the LHM product and continually improve the offering, whilst delivering the projects more and more efficiently each time

Required Experience

- Previous online experience (ideally within an agency environment)
- The ability to work on a number of projects at the same time
- Client liaison and negotiation skills
- Ability to effectively prioritise and execute tasks in a high-pressure environment is crucial
- Excellent financial management skills
- Logical thinking with problem-solving abilities
- Strong organisational, planning and time management skills
- Great attention to detail
- Ability to bring project to successful completion through political sensitivity
- Ability to absorb complicated briefs quickly, and learn, understand and apply new technologies
- Ability to conduct research into project-related issues and products

Personal Skills

- Excellent communication skills when dealing with clients, the internal team, and suppliers
- Desire to take ownership and responsibility, to see a challenge through to completion
- Must work well either within a team or individually
- Passionate for new trends and technology
- Highly self-motivated
- A good listener and team player who works well under pressure
- Excellent attention to detail
- Flexible and ability to react quickly
- Excellent written and oral communication skills
- Excellent interpersonal skills – Approachable, persuasive, encouraging, and motivating

Benefits

Our current benefits package (for every employee) includes:

- Training, conferences, and exhibitions
- Annual company social events
- Company stakeholder pension scheme
- Profit Share bonus scheme