

Project manager (digital)

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Salary	£22K – £26K If you can convince us that you'd bring more value to the role then we'd be happy to listen.
Location	Greenwich, London SE10
Start date	When you're available We'd rather wait for the right person than rush to employ a compromise candidate.
Applications	CV and short cover note Use the cover note to respond to the job description and let us know how your skills and experience make you ideal for the job. Write to: Jack Bazeley-Harris Cog Design 11 Greenwich Centre Business Park 53 Norman Road London SE10 9QF opportunity@cogdesign.com
Timings	Applications close 15th March We'll assess applications as they come in.

Overview

Our first priority is to find someone who really wants to work with us and grow within our team.

You'll be the first point of contact for many of our regular clients. And the main support for many of our new projects.

You'll need the patience and stamina to steer complex, long-term projects through to completion. And you'll need to be adaptable enough pick up on multiple short-term tasks as they drop in.

You'll be handling the majority of the tasks necessary to any digital project – including detailed testing and snagging.

You'll need to be the perfect mix of technical, creative, practical and personable.

This is a job for someone who enjoys getting things done; it's a job for a completist with a tenacious desire to tie-up loose ends.

You'll be working with the guidance of our Senior Project Manager and Head of Digital.

This is a full-time, studio-based role, in constant communication with our clients and our team.

You'll need to be good with people as you'll be chatting with clients, briefing and managing developers, and liaising with designers.

What's it like at Cog?

Cog Design is a great place to work. Our studio has all the things you might expect (including a pool table, a well-appointed kitchen and a cupboard full of fancy teas) and some things you might not (such as an indoor garden and fishpond).

You'll be working with an award-winning team of some of the most experienced and accomplished creative thinkers and designers in the UK.

You'll be working with an unparalleled portfolio of clients that includes many leading arts organisations, venues and museums; you'll be at the heart of the UK's cultural and heritage sector.

We are a team, not just a group of individuals who share a studio. Everyone plays their part.

You'll be given the freedom to make decisions and you'll be empowered to implement change. You'll also receive the support of an experienced team and the opportunity to learn from those around you.

Cog culture

We are a full-time team of ten plus a wide formal network of associates with specialist skills. We work exclusively with arts, heritage and education clients.

We are an agency obsessed with design and culture; that's how we fill our days (and nights). We fund a monthly team outing where we review one of the capital's cultural highlights for our website. And we publish a monthly cultural calendar via email.

We firmly believe in the power of culture to transform people's lives, and in the role of public funding for the arts. The only work we do for free is on campaigns to raise awareness and lobby for greater recognition in education.

Our clients

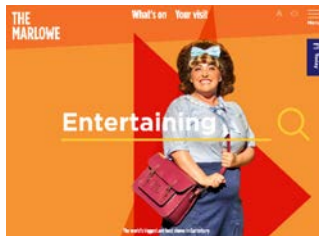
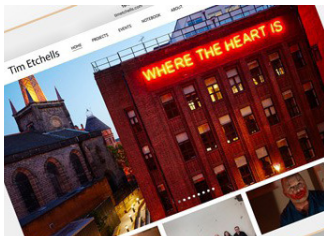
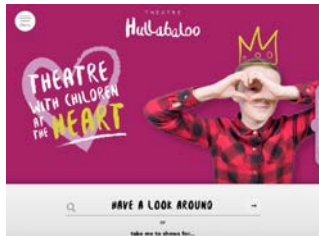
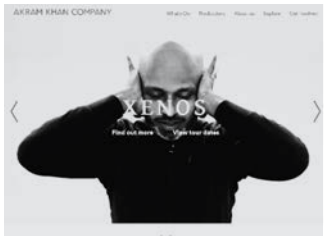
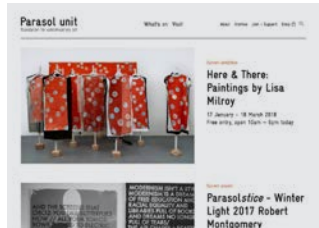
One of the key reasons for working here is that you get to work with some of the most important cultural clients in the UK.

Happy clients and ongoing relationships are our most important indicator of success, and the cornerstone of our business.

Our clients include:

Akram Khan Company / Arts Council England / Art on the Underground / Artsadmin / Camden Arts Centre / Contact (Manchester) / English National Ballet / Film & Video Umbrella / Graeae / The Gulbenkian / Jerwood Charitable Foundation / The Incorporated Society of Musicians / King's College London / Lyric Hammersmith Making Music / The Marlowe / Parasol unit / Royal College of Music / Society of London Theatre / Soho Theatre / South London Gallery / Theatre Hullabaloo / Turner Contemporary / Urdang Academy and many more

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Job description

Liaising with clients

- Day-to-day management of many regular client relationships
- Discussing, scoping, negotiating and quoting on discrete projects
- Actively pushing to complete tasks and actions forward (not waiting and reacting)
- Responding to client enquiries, understanding their needs and providing reasoned responses – options, action plans, timelines
- Forming close working relationships with clients, enabling us to spot opportunities and potential problems in time to address them
- Being a hands-on do-er in areas such as snagging and testing; providing quality control before work is sent to clients
- Understanding our clients' motivations and needs, and keeping those to the fore
- Being prepared to put forward our team's perspective, robustly, to clients

Liaising with the team

- Understanding the motivations and perspectives of designers and developers
- Encouraging dialogue between developers and designers to ensure a clear shared understanding

- Setting tasks and monitoring progress and effectiveness; ensuring that we work within timelines and budgets
- Actively identifying problem areas early and addressing them
- Looking out for, and suggesting, areas of best practice that we can adopt
- Suggesting technical innovations that we might bring in to our work

An active team member

- Being an active participant in the Cog team: being an enthusiastic advocate of our ethos and engaging in activities
- Working with an awareness of timeframes and budgets, and ensuring that we deliver within both
- Maintaining and improving upon our systems: accurately recording time, following admin procedures, swiftly responding to requests from colleagues
- Attending and sometimes leading meetings and workshops
- Being actively engaged in your own personal development: providing feedback and looking for ways to improve. Suggesting and attending training as required
- Recognising, respecting and promoting the different roles and diversity of the individuals within the team
- Being an advocate of our company's processes and policies, including Data Protection, Ethical, Health and Safety and Equal Opportunities

Essential qualities

- Experience in project management
- Highly organised and methodical with a meticulous eye for detail
- Ability to manage and effectively prioritise multiple tasks
- A problem solver who remains calm under pressure
- Excellent numerical, written and verbal communication skills
- Knowledge and experience in working with CMS platforms
- Self-starter with a desire to constantly improve and develop, and to help others do the same
- Enthusiastic interest in being part of our team and working with our clients

Desirable qualities

- Experience in managing clients, partners or suppliers
- Experience of working in a design / digital agency
- Knowledge of technical areas such as hosting and DNS set-up
- Knowledge and experience of working in the arts, cultural or heritage sectors
- Knowledge of ticketing platforms such as Spektrix, Tessitura and Patronbase
- Knowledge of mailing list platforms such as Mailchimp, Dotmailer and Campaign Monitor
- A geeky understanding of the sorts of details that make our client base different to most