

Senior project manager (digital)

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Salary	£30K –£33K If you can convince us that you'd bring more value to the role than 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 1st June We'll assess applications as they come in.

Overview

The role is to lead and manage the delivery of digital projects for some of the UK's most important, vibrant and fun cultural sector clients.

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

We need someone with the skills, technical knowledge and desire to deliver projects on time, on budget and beyond our clients' expectations.

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

You'll need to be a confident manager, a thoughtful negotiator, and a creative problem solver.

You'll be liaising between clients, designers and developers. You'll need to balance the (sometimes competing) needs of the project, our clients and our team.

This is a hands-on, studio based role with a smattering of external client meetings, presentations and workshops to run.

What 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 experienced and accomplished creative thinkers and developers.

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

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 network of associates with specialist skills.

We are 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, and we send a monthly cultural calendar by email.

Sign-up here: coglik.es/sign-ups

We work exclusively with arts, heritage and education clients and firmly believe in the power of the arts to transform lives. We volunteer our time to campaigns that lobby for the arts and creative education.

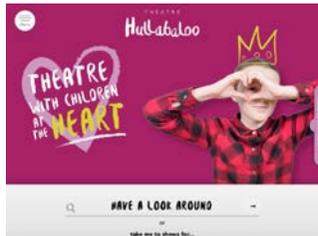
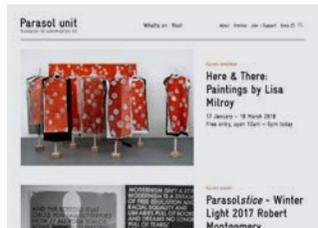
Our clients

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

Our clients include:

Akram Khan Company / The Albany / Arts Council England / Art on the Underground / Artsadmin / Camden Arts Centre / Contact (Manchester) / English National Ballet / Film & Video Umbrella / Graeae / The Gulbenkian / Impact / 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

- Being first point of contact for many key regular clients
- Being the project lead on new work and key relationships
- Scoping and mapping out the technical requirements of new projects
- Drawing up site-maps and wireframes
- Actively managing so we push projects forward (not waiting and reacting)
- Responding to client enquiries, understanding their needs and providing reasoned responses – options, action plans, timelines
- Negotiating and establishing budgets, or a scope of work based on fixed budgets, and ensuring that they are agreed and met
- Forming close working relationships with clients, enabling us to spot opportunities and potential problems in time to address them. Liaising with the rest of the team to take action
- Being a hands-on do-er in areas such as snagging and testing; providing or overseeing quality control before work is sent to clients
- Providing a client perspective in ways that chime with our designers and developers
- Describing complex ideas with the confidence of jargon-free language
- Being prepared to put forward our team's perspective, robustly, to clients

Liaising with the team

- Overseeing and encouraging dialogue between developers and designers to ensure a clear shared understanding
- Allocating resources of people and time, and monitoring progress and effectiveness; ensuring that we work within timelines and budgets (or have good reasons for the extra investment)
- Actively identifying problem areas early and addressing them
- Looking out for areas of best practice and technical skills that we can adopt, liaising with others and making that happen

An active team member

- Being an active participant in the Cog team: being an enthusiastic advocate of our ethos and engaging in activities
- 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 to our Head of Digital, 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

- Significant experience in project management
- A desire to manage, not just implement
- 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 such as WordPress, Drupal and ExpressionEngine
- Knowledge of the technical integration of third-party systems
- Knowledge of technical areas such as hosting and DNS set-up
- Self-starter with a desire to constantly improve and develop, and to help others do the same
- Knowledge of Mailchimp, Dotmailer and Campaign Monitor email platforms
- Enthusiastic interest in being part of our team and working with our clients

Desirable qualities

- Experience in managing people
- Experience of working in a design / digital agency
- Knowledge and experience of working in the arts, cultural or heritage sectors
- Knowledge of ticketing platforms such as Spektrix, Tessitura and Patronbase
- A geeky understanding of the sorts of details that make our client base different to most