

Assistant digital project manager

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Salary	Around £22K If you can convince us that you'd bring more value to the role than we'd be happy to listen. And if you feel you're not quite at that level yet, we can talk about that too.
Location	Greenwich, London SE10 We value the benefits of a full-time, studio-based team.
Start date	When you're available We'd rather wait for the right person than rush to employ a compromise candidate.
Applications	CV, cover note and salary expectations Use the cover note to respond to the job description and let us know why you'd be the ideal fit for our team. Write to: Jack Bazeley-Harris Cog Design 11 Greenwich Centre Business Park 53 Norman Road London SE10 9QF Email: opportunity@cogdesign.com

Overview

This is a hands-on, studio based role.

The role is to assist and work alongside our team, managing the delivery of digital projects for some of the UK's most significant (and fun) cultural sector clients.

You'll be providing support across a large number of projects, liaising directly with our designers, developers and clients.

You'll often be the first point of contact for support requests from clients.

We need someone with the desire to deliver projects beyond our clients' expectations.

This is an opportunity for someone with an enthusiasm to learn lots, quickly.

If you bring the enthusiasm and can-do attitude, we'll help you to quickly become a confident project manager, a thoughtful negotiator, and a creative problem solver.

You'll need the tact, tenacity, patience and stamina to steer longer 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.

What's it like at Cog?

We are a full-time team of ten plus a wide network of associates with specialist skills

You'll be at the heart of the cultural sector, working with an unparalleled portfolio of clients.

We're a well-established agency, consistently in the Top 100 UK design agencies; an award-winning team of creative thinkers and developers.

Within a generous and supportive team, you'll be given the freedom to make decisions and you'll be empowered to implement change.

Our studio, right next to Greenwich station, 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).

Cog culture

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 and heritage 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

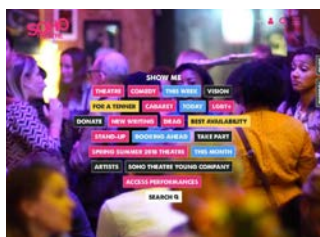
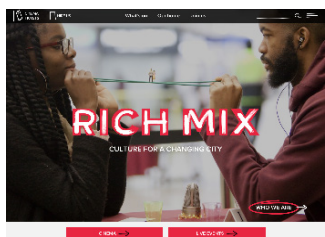
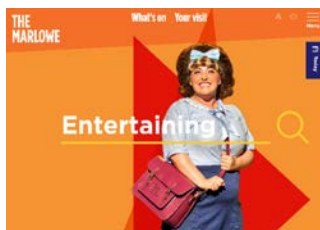
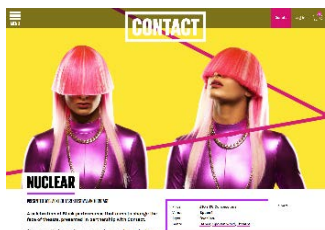
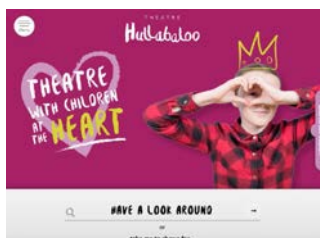
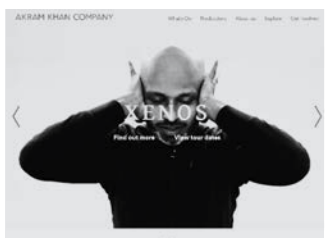
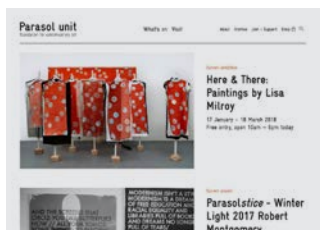
Happy clients and ongoing relationships are our most important indicator of success, and the cornerstone of our business.

Our clients include:

Akram Khan Company / The Albany / Arts Council England / Art on the Underground / Artsadmin / British Council / Camden Arts Centre / Contact (Manchester) / English National Ballet / Film & Video Umbrella / Graeae / The Gulbenkian / Impact / Jerwood Arts / King's College London / Lyric Hammersmith / Making Music / The Marlowe / Parasol unit / Rich Mix / Royal College of Music / Science Gallery London / Society of London Theatre / Soho Theatre / South Bank London / South London Gallery / The Stage / Theatre Hullabaloo
and many more

New projects that we're delivering this year include sites for:
Association of British Theatre Technicians / Bournemouth Symphony Orchestra / Candoco Dance Company / Horniman Museum / Old Royal Naval College / Orchestra of the Age of Enlightenment / Selladoor venues
and many more

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Job description

Liaising with clients

- First point of contact for many regular clients
- Helping to scope and map technical requirements of new projects
- Assisting in the drawing up of site-maps and wireframes
- Actively managing so we push projects forward (not just waiting and reacting)
- Responding to client enquiries, understanding their needs and providing reasoned responses – options, action plans, timelines
- Forming 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 quality control before work is sent to clients
- Describing ideas with the confidence of jargon-free language

Liaising with the team

- Working with our team to get stuff done.
- Actively identifying problem areas early and addressing them
- Overseeing and encouraging dialogue between developers and designers to ensure a clear shared understanding

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

Qualities

We're looking for someone who can show us they'd be a great addition to our team. That probably means:

- Enthusiasm for what we do and how we do it.
- Highly organised and methodical with a meticulous eye for detail
- A problem solver, calm under pressure
- Excellent numerical, written and verbal communication skills
- A good understanding of what makes a good website (technically and from the perspectives of different audiences)
- Self-starter with a desire to constantly improve and develop, and to help others do the same

Desirable qualities

- Working knowledge of CMS platforms such as WordPress
- Knowledge of email platforms such as Mailchimp, Dotmailer and Campaign Monitor
- 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