

Digital project manager

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Salary	Let us know what your expectations are We're open to a (realistic) discussion.
Location	Greenwich, London SE10 We value the benefits of a full-time, studio-based team but we would not rule out other approaches.
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: Michael Smith Cog Design 11 Greenwich Centre Business Park 53 Norman Road London SE10 9QF Email: opportunity@cogdesign.com

Overview

The role is to manage the delivery of digital projects for some of the UK's most significant (and fun) cultural sector clients.

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

You'll be liaising between creative clients, designers and developers.

You'll need to be the perfect mix of technical, creative, practical and personable; a confident project manager, a thoughtful negotiator, and a creative problem solver.

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.

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

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

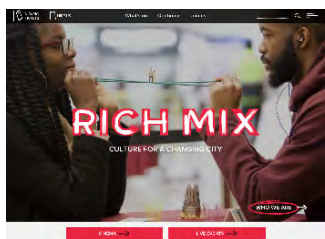
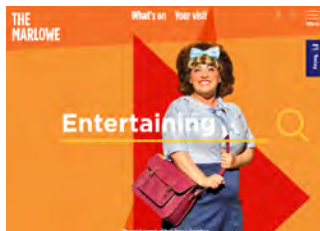
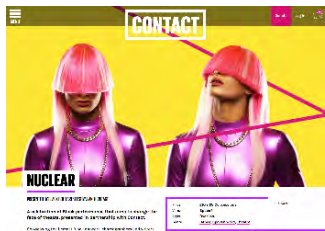
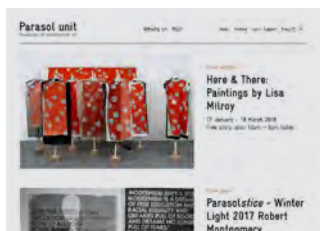
We work exclusively with arts and heritage clients and firmly believe in the power of the arts to transform lives. We volunteer our time to campaigns that lobby for the arts and creative education.

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 / Bournemouth Symphony Orchestra / British Council / Candoco Dance Company / The Comedy Store / Contact (Manchester) / English National Ballet / Film & Video Umbrella / Graeae / The Gulbenkian / Impact / Jerwood Arts / King's College London / Lyric Hammersmith / Making Music / The Marlowe / Orchestra of the Age of Enlightenment / Parasol unit / Rich Mix / Royal College of Music / Selladoor / Society of London Theatre / Soho Theatre / South Bank London / South London Gallery / The Stage / Theatre Hullabaloo and many more



Job description

Liaising with clients

- First point of contact for many key regular clients
- Project lead on some new sites and digital projects
- 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

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.
- Experience in project management
- Highly organised and methodical with a meticulous eye for detail
- A problem solver, calm under pressure
- Excellent numerical, written and verbal communication skills
- Working knowledge of CMS platforms such as WordPress
- Self-starter with a desire to constantly improve and develop, and to help others do the same

Desirable qualities

- Experience in managing people
- Experience working in the arts and/or working in a design agency
- Knowledge of email platforms such as Mailchimp, Dotmailer and Campaign Monitor
- Knowledge of ticketing platforms such as Spektrix, Tessitura and Patronbase
- Knowledge of the technical integration of third-party systems
- A geeky understanding of the sorts of details that make our client base different to most