Assistant project manager

Job description

March 2022

We help arts organisations inspire their audiences.

Certified B Corporation

This company meets the highest standards of social and environmental impact

Assistant project manager – websites

Overview

Help deliver digital projects for some of the UK's most significant (and fun) cultural sector clients.

You'll be liaising between creative clients, designers and developers. You'll need to be a flexible and adaptable, a tenacious completist who can calmly pick up multiple short-term tasks as they drop in.

We're looking for someone who will learn quickly, working alongside our experienced team, and will grow into a confident project manager.

Salary: around £25K

We're genuinely open to a discussion if you feel you are worth more, or if you feel you'd need to work up to this level.

Location: open to discussion

We are a team (not a collective of freelancers). Some work fully or partly remotely but most enjoy the collective culture of our studio in Greenwich, London. We're happy to chat about a balance to suit you and this role.

How to apply: write (don't send a CV)

We want to know about you not where you lived or went to school. Write to us about why you'd be the ideal fit for our team. Include examples of specific or transferable skills and tell us why you're proud (or not) of what you achieved in previous roles.

Apply by: 11am, Monday 21st March

Email **opportunity@cogdesign.com**
We've got work to get on with straight away. But we'll wait for the right person.

Liaising with clients

- Being a regular contact point for many of our regular retainer clients

- Assisting the Project Manager in scoping and mapping out requirements of new projects

- Responding to enquiries, understanding client needs and providing reasoned responses – options, action plans, timelines

- 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

- Mathodically problem solving issues and debugging website issues

- Offering website training and refresher sessions to colleagues and clients

- Using Google Analytics to report on client's website performance data

- Setting up basic event tracking on Google Tag Manager

- Proactively looking for ways we can help improve our client's websites

- Describing complex ideas with the confidence of jargon-free language

Liaising with the team

- Encourage dialogue between developers and designers to ensure a clear shared understanding

- Provide a client perspective in ways that chime with our designers and developers

- Identify opportunities and problem areas early so we can address them

- Look out for areas of best practice and technical skills that we can adopt; liaise with others and make that happen

An active team member

Be an enthusiastic advocate of our approach, ethos and culture.

Maintain and help us to improve our systems: accurately record time, follow admin procedures, swiftly respond to requests from colleagues.

Actively engage in your personal development.

Recognise, respect and promote the diversity of the individuals within our team.

Qualities and knowledge required

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

- Enthusiasm for the sector we work in and empathy for the needs of our arts-based clients, perhaps through experience, working in an arts organisation

- Highly organised tenacious completer, with a methodical approach and a meticulous eye for detail

- A multitasker who is happy working concurrently on projects

- Basic understanding of Google Analytics and Tag Manager (we will provide training to get you fully up to speed)

- Some working knowledge of content management systems such as WordPress

- A team player with a desire to constantly improve, and to help others do the same

Would be great if...

These aren't essential to you getting the role, but would be an added bonus:

- Experience working in the arts and/or working in a design agency

- Knowledge of email platforms: Mailchimp, Dotmailer or Campaign Monitor

- Experience working with the technical integration of third-party systems, such as ticketing systems

What's it like at Cog?

We create our best projects with people who are genuinely excited about their jobs so we choose only to work with those people. For us that means working exclusively in the world of arts and culture.

Using WordPress as our main content management system, we design and build unique websites that help arts organisations inspire their audiences.

Formed in 1991, we are probably the UK's most experienced agency working in the arts.

We are experts in the technology (especially in ticketing integrations) and we speak in plain English because we are confident enough not to need to hide behind jargon or acronyms.

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 of fancy teas) and some things you might not (like an indoor garden and fishpond).

Cultural advocates

We firmly believe in the power of culture to transform lives.

We work for free on campaigns to raise awareness and lobby for greater recognition of the arts, especially for the importance of creative subjects in education.

We are financial supporters of initiatives such as Arts Emergency, the Black Ticket Project and Blueprint for All. And we are the 'in-house' agency for the National Campaign for the Arts.

Certified B Corporation

Profit is vital to our business but it isn't our only driver. We also want our business to be sustainable, equitable and inclusive. For that reason we are a Certified B Corporation.

That means we have met exacting standards about the way we value our team, the efficacy of our working practices, the choices me make around suppliers and the overall benefit we provide to society.

It means we have an unwavering ethical policy; an active approach to equity, diversity and inclusion; and a positive stance on accessibility and inclusivity.

And we are on a journey towards a fully sustainable studio, including carbon positive website hosting.

Cog Nights and Cultural Calendars

We fund a monthly cultural outing that we call Cog Nights; we mix in-person outings and online experiences so we can involve our remote team.

We review our Cog Nights on our website and we support emerging talent by commissioning a new illustrator to provide each header image.

And we send a monthly Cultural Calendar of our reviews and recommendations to an ever growing email list.

Discussion days

At least once a year, in May, we close the studio and invest a day or two in ourselves; most of our remote team join us in person.

We spend the day learning from the past and planning the future. Everyone is invited to contribute to the agenda and join the conversation. Together we contribute to the decisions that shape the company's direction. And we continue into the evening with discussion and dinner.
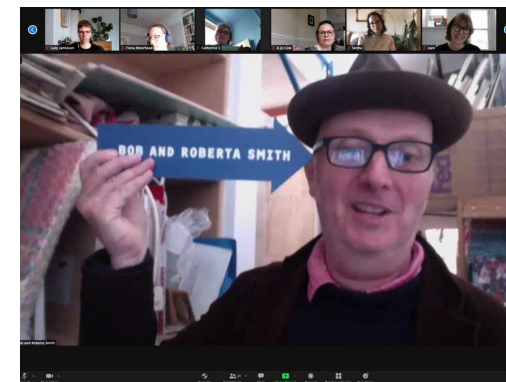
Breakfast Briefings

We run early morning, monthly sharing sessions that we call Breakfast Briefings.

We invite speakers from a wide range of backgrounds: artistic directors, politicians, marketeers, technologists, artists, curators, makers and many more.

We invite a select (and growing) list of clients and friends to join us in the audience. It's been great to make introductions and spark collaborations.

And on the off weeks we often host internal learning sessions where members of our team share their expertise and research with the rest of us. It's a great platform for talking about the topics that matter most to us.