

Digital project manager – websites

April 2024



We help arts organisations
inspire their audiences.

Certified



This company meets the
highest standards of social
and environmental impact

Corporation

Digital project manager – websites

Overview

This integral role is to assist our team and clients, supporting ongoing relationship, managing website maintenance and delivering digital projects for some of the UK's most significant (and fun) cultural sector clients.

You'll need to be both systematic and adaptable, a tenacious completist who can calmly pick up multiple short-term tasks as they drop in.

You'll be testing websites, trouble-shooting problems, uploading content, setting up analytics, managing and interpreting data, checking-in with developers and designers, updating clients and much more.

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

It's a hugely rewarding role, helping arts organisations to inspire their audiences. You'll be tackling different tasks and learning new skills, every day.

You'll be a key part of a generous, supportive and ambitious team; a Certified B Corporation with three decades of experience and expertise.

We work in the exciting overlap between the arts and technology so you'll get even more out of the role if you have interest (and possibly experience) in both.

Salary: around £28K

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: hybrid

Hybrid: minimum of Mon – Wed in our studio in Greenwich, plus some client meetings.

Flexible hours

7.5hrs per day, plus an hour's lunch.
Core hours are 10:00 – 16:00, weekdays (so people can start at 7:30 and work 'til 16:00, or start at 10:00 and work 'til 18:30; and anything in between).

Leave

We offer 25 days of annual paid leave (plus bank holidays) which increases after you've been here two years.

Things that mark us out:

- You'll always be treated with respect and empathy. You'll work with your line manager to keep learning and developing in ways that suit you
- Funded monthly cultural outing with the team
- Monthly breakfast briefings with leading figures from the sector
- Regular training sessions delivered by team members and guests
- Membership of the Arts Marketing Association with access to online resources
- Membership of the Typographic Circle with discounted event tickets
- Twice yearly team discussion days – where we celebrate the past and play an active part in planning your future
- Cycle to work scheme
- Travelcard loans (interest free)
- Free tickets and opportunities to attend shows and client events
- A well stocked kitchen with cupboards full of fancy teas, coffee and biscuits
- The world's best portfolio of arts clients

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: 9am, Monday 22nd April

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

The process

We'll respond to everyone. If we need more clarification we'll ask for it.

If we select you for the next stage then we'll arrange an online chat between you and a couple of our team. We'll send our questions in advance and invite you to do the same so the meeting is as productive as possible.

We might then invite you to the studio to meet in person. Again, we'll send discussion topics in advance.

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Liaising with clients

- Being the day-to-day contact point for many of our regular 'retainer' clients
- Responding to enquiries, understanding client needs and providing reasoned responses – options, action plans, timelines
- Liaising with the rest of the team to take action
- Describing technical considerations with the confidence of jargon-free language
- Assisting in scoping and mapping out requirements of new projects
- Being a hands-on do-er in areas such as content entry, snagging and testing; providing or overseeing quality control before work is sent to clients
- Methodically problem solving issues and debugging website issues
- Using and interpreting Google Analytics data
- Setting up basic event tracking on Google Tag Manager
- Proactively looking for ways we can help improve our clients' websites

Liaising with the team

- Encouraging dialogue between developers and designers to ensure a clear shared understanding
- Providing a client perspective in ways that chime with our designers and developers
- Identifying opportunities and problem areas early so we can address them
- Looking out for areas of best practice and technical skills that we can adopt; liaising with others and make that happen

An active team member

- Being an enthusiastic advocate of our approach, ethos and culture
- Maintaining and improving our systems: accurately recording time, following admin procedures, swiftly responding to requests from colleagues
- Working closely with your line-manager: actively engaging in your personal development and supporting the development of others
- Recognising the diversity of the individuals within our team and making useful accommodations

Qualities and knowledge required

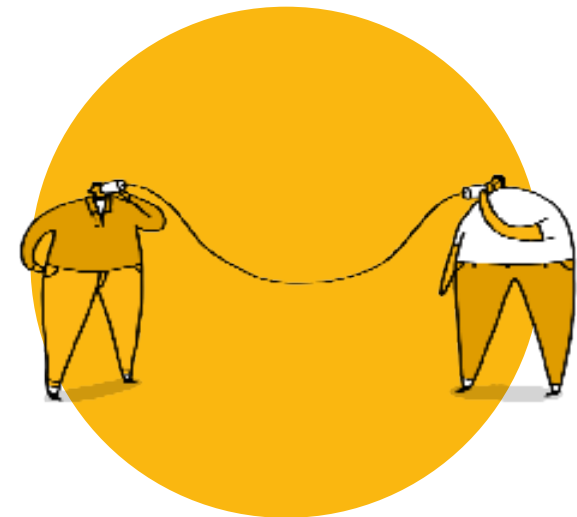
We're looking for someone who can show us they'd be a great addition to our team. That probably means they can demonstrate the following:

- Highly organised tenacious completer, with a methodical approach and a meticulous eye for detail
- A multitasker who is happy working concurrently on projects
- The ability to explain complex technical solutions in everyday English
- Basic understanding of Google Analytics and Tag Manager (we will provide training to get you fully up to speed)
- 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
- 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

Would be great if...

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

- Knowledge around SEO and content
- Experience working in the arts and/or working in a design agency
- Knowledge of email platforms
- Experience working with third-party systems, such as ticketing systems
- An understanding of the topic of accessibility and a desire to implement best practise and push for inclusivity



What's it like at Cog?

We are: design led / audience focused / sustainable / accessible / culture obsessives / passionate, never precious / generous, inclusive and supportive / plain spoken.

We work exclusively in the worlds of arts, culture and heritage.

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.

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).

We've taken a photo of the day, every working day for more than a decade: cogdesign.com/journal/everyday-cog

Cultural advocates

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

We sometimes 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 invest in a monthly cultural outing for the whole team. We take it in turns to write a review on our site.

We commission an illustration from an emerging talent to top our review and the monthly cultural calendar that we send to 1000+ key contacts in the arts sector.



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 we 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.



Discussion days & training

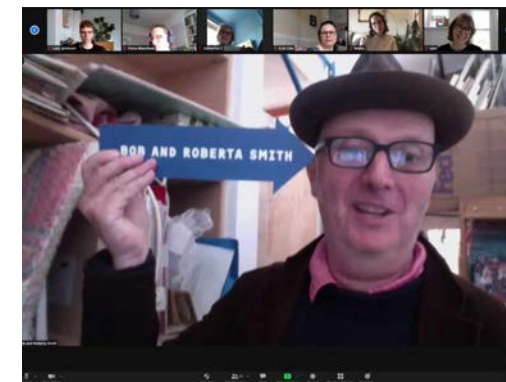
Twice a year, in May and November, we close the studio and invest a day or two in ourselves; most of our remote team join us in person.

We spend the day learning from the past and planning the future. Together we contribute to the agenda, discussions and decisions that shape the company's direction. And we continue into the evening with an outing and/or dinner.

Investing in you

Attending seminars, webinars, training and live events can be an important part of our work. We are happy to invest in you. If you feel that an event is useful to you and the company, we're always happy to chat about it.

Your line manager will work with you to find out how you learn best and what you value most. Together, you'll put together a progression plan and work on that during your time here.



Breakfast Briefings

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

Speakers come from a wide range of backgrounds: artistic directors, arts leaders, politicians, marketers, 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 a great way to make introductions and spark collaborations.

And in the gaps 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 to us most.