

Head of Programme Delivery £40k- £45k pa

The agency

ifour is a growing creative design agency, based in Tunbridge Wells, working with a wide range of national and international clients. We're an innovative agency with a strong reputation for creativity and delivering beautiful and intelligent business solutions with inspiration and integrity.

The opportunity

The business has grown organically since we started trading in 2006, new business usually comes from recommendations. As we transition from 'small agency' to 'medium-sized agency', We need a talented project/programme manager to run the agency's project delivery function and lead on process improvement across the whole company.

The post-holder must be a hands-on senior project or programme manager with team leadership experience, capable of joining and leading and inspiring a small team of project managers in a busy and challenging creative project environment.

The post-holder will be part of the agency's management team and must be extremely detail-oriented without ever losing sight of the bigger commercial picture.

Overall purpose of the role

Programme management – we are growing. For us, this means bigger, more sophisticated clients with increasingly complex, higher value projects. We work in an intensely deadline-driven environment where a relatively small team is required to juggle multiple projects and deliver them, on time, to the required quality and within budget. Head of Programme Delivery is responsible for the small team that wrangles the agency's resources (people, suppliers, project budgets) to ensure delivery runs smoothly for clients and sustainably for the team.

Process improvement – Our processes need improving. As an agency, we lack sufficiently robust processes that enable us to deliver as smoothly and efficiently as we could. This is particularly true when it comes to gaining the insight necessary to manage the studio schedule. The postholder will source new tools, develop new processes and achieve the buy-in of the whole team to ensure that we don't just start new processes, we stick with them and make them add value to the bottom line and client and team experience.

Management and leadership – This post will both directly manage some of our most important projects and manage the agency's project delivery managers, ensuring the quality of project management is consistently high. The role is also part of the agency management team. As well as general leadership of the overall team,

will have the special responsibility of making sure we have processes to match and deliver innovations that flow from management team decisions.

Responsibilities of the role:

Programme management

The postholder will be expected to both manage some of our highest value and most prestigious projects directly and oversee the work of the project delivery team.

- Overseeing the activities of the project delivery team, agency project schedules and the allocation of project resources.
- Ensuring the wider team is kept informed of project/programme progress and is clear about what outputs are expected of them, daily, weekly and in the longer-term.
- Responsibility for managing communication with clients and their expectations when it comes to delivery of agency outputs on time, to the right quality and within budget.
- Working closely with the Finance Manager to ensure that programme delivery is coordinated with the agency's commercial targets, convening and chairing regular commercial meetings with managers and project delivery team to ensure that targets are set and met.
- Hold regular meetings to ensure projects stay on track.
- Working with the Finance Manager to produce monthly reports on agency performance and resource utilisation for the other members of the management team.
- Oversight of all phases of the agency's project management from initiation and planning all the way to execution and closure.
- Innovating and improving ifour's project management capabilities and educating the wider team on best practice.

- Ensuring there is excellent communication of projects within the agency and with clients; identifying delivery risks to ifour's reputation and troubleshooting and resolving them before they become critical.

Process improvement

- Researching, trialling and implementing agency and project management tools to improve input, monitoring, insight and reporting of the key metrics that determine the effectiveness and success of the agency.
- Designing and implementing improvements to agency processes such as, pricing, costing, quoting, reporting and task management.
- Working consultatively with the wider team to ensure buy-in and successful, sustained adoption and operation of new processes.
- Keeping up to date on project and programme management best practice in the industry and presenting and proposing improvements to the team.

Management and leadership

- Managing members of the project delivery team, ensuring they have opportunities to develop personally and professionally at the agency, through inspirational and professional management, including regular one-to-ones, team meetings and individual appraisals.
- Contributing to the management team and sharing in collective responsibility for the strategic management of the agency, its day-to-day running and the wellbeing of the whole team.
- Leading the wider team by setting a positive and inspirational example and dedication and loyalty to the agency and implementation of its vision.

Core skills

- Strong managerial and leadership skills. Ability to maintain perspective and lead a project management team, even in the most busy of times.
- Expertise and technical knowledge of project and programme management in a creative, design or web development environment.
- Proven work experience as a senior project manager or similar role.
- High degree of expertise with project management software e.g. MS Project, Smartsheet, Asana, Scoro, Jira etc.
- Impeccable attention to detail and the ability to provide insightful feedback.
- Communication and presentation skills – the ability to engage colleagues and clients and inspire them with your efficiency and vision for the agency.
- Excellent interpersonal skills are a must – you must have a strong sense of purpose and direction while remaining open to others' ideas.

Person specification

- Confident and dependable – this role oversees the management of the day-to-day project ‘traffic’ in the agency; we need a naturally authoritative and precise person that the team will look to for a full grasp on the agency workload.
- Supportive and inspirational – you need to know how to bring together a talented bunch (that each has their own style of working) and motivate them to perform fantastically every day.
- unflappable and reassuring – you should always be well-enough prepared to manage any emergencies and be able to formulate solutions for any project delivery issues that come up.
- Tough and wise – you need to be able to stand your ground and also to give way, if necessary without anyone losing face.
- Team player – we need someone who is self-motivated and resilient under pressure. You must also have a strong sense of fun!