

Job Description

Project Delivery Manager £30k-£35k

The Positions

Project Delivery Manager
Immediate start
Full-time (40 hours p/w)
£30k - £35k pa for mid-senior role

The agency

ifour is a growing creative design agency, working with a wide range of clients, from big international brands to smaller, local companies.

We're based in Tunbridge Wells, so we are well placed to provide a high-quality service to clients in London and the South East. However, we do also work with clients nationally and internationally.

We're an innovative agency with a strong reputation for delivering beautiful and intelligent business solutions with inspiration and integrity.

The opportunity

The business has grown organically since we started trading in 2006, with new business usually coming from recommendations. This has meant that as we've emerged from the global pandemic, our portfolio of website development projects has begun to grow... fast.

We are seeking a **mid-senior**, driven and savvy individual to take the wheel and ensure that all of ifour's projects, particularly website development work, is of the highest quality possible and is presented to clients to the agreed brief, on time, and within budget.

Responsibilities of the role:

As well as the duties and skills listed below, the post-holder will be required to work as part of the team, performing ad hoc tasks as required by their line manager and other senior managers in service of the overall ifour mission.

Project delivery

- To work with the Creative Director and the management team to maintain first-class relationships with existing agency clients.
- To make sure that there is regular, clear and timely communication at all times between ifour and its clients (and within the agency itself) about all client work.
- To ensure that all incoming and ongoing work has an adequate brief and that the resulting outputs (what the client will get,) are fully understood and agreed by the client and relevant agency colleagues before the work begins.
- To work with clients and the ifour team to construct detailed timelines for the delivery of each project. These should be broken up into individual tasks and grouped clearly into stages or phases with marked milestones.
- To use ifour's project management and job-costing system to plan, track, log, allocate and communicate all projects and quotes for work in the agency.
- To act as the focal point for all agency communication about job delivery, making it your business to always have detailed knowledge about ongoing projects, team members workloads, potential scheduling conflicts and to have a thorough understanding of which work needs to be prioritised at any given moment.

Team coordination

- To lead with the allocation of work that has been scheduled for delivery to the agency's development team.
- To develop an in-depth understanding of each team and individual's working style and sensitively and professionally 'manage' them to get the best performance out of them.
- To hold regular project meetings to make sure that everyone has a detailed understanding of their workload and deadlines and an appreciation of what other work is happening in the agency.
- To liaise regularly with clients through the most appropriate channels to ensure that they are always aware of the status of their projects and that their expectations are sensitively, confidently and, where necessary, firmly managed.

Admin and day-to-day business

- To make sure that all of the necessary data driving the business (e.g. project hours, costs, schedules, resources etc.) is being gathered so that we are able to evaluate and assess every aspect of our performance at any given moment.
- To develop a dashboard and maintain a dashboard of key performance indicators (agreed with ifour managers) and to present this regularly with analysis and suggestions on improving performance.
- To make sure that invoicing, financial information, chasing late payments is all up to date and to liaise with the agency accountant and bookkeeper to ensure that all financial information is correct and kept up to date.

Core skills

- Strong project management and leadership skills. Ability to remain calm under pressure, maintain perspective and lead a project team, even in the most busy of times.
- Good technical knowledge of project management in a creative, design or web development environment.
- Proven experience as a project manager or similar role.
- Extensive experience of 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 clear understanding of project objectives and outputs.
- Excellent interpersonal skills are a must – you must have a strong sense of purpose and direction while remaining open to others' ideas.