

Programme Manager, London

Key Info

Role: Programme Manager

Duration: Permanent, full-time

Location: London (hybrid, with home working available, should come at the office 2-3 days per week), could work abroad from time zones GMT \pm 2hours for max 90 days / year depending on specific projects requirements

Reports to: Head of Consulting

Salary: £45k - £50k DOE + bonus and employee share options scheme

The Role

Our organisation is at the start of an exciting phase of growth. As our client base grows, we're taking on some impactful and ambitious new projects and accounts, helping organisations across the private, public and third sectors to get more value from and improve the performance of their innovation efforts.

To this end, we're looking to bring a Programme Manager into our consulting team. This role reports to the Head of Consulting, and will primarily be asked to manage client engagements, building strong, trusting relationships and delivering fantastic outcomes.

There will be a healthy mix of programme leadership and management, innovation facilitation, service / product design, and capability building for our clients' teams. You will work alongside the rest of our consulting team and talented associates, each bringing a unique skillset and perspective.

This role will suit an experienced consultant or innovation practitioner, looking for an exciting challenge at a fast-paced, fun and growing organisation, helping us to continue to shape direction and expand our reach. Opportunities to manage projects, lead client conversations and develop sales and business development skills and experiences will all be on offer.

Responsibilities will include:

- Leading, managing and delivering small to medium sized client engagements, or complex workstreams on broader programmes, ensuring outstanding and flawless delivery of outputs and exceeding client expectations

- Designing exciting, creative and practical programmes with a client-centric approach
- Supporting the identification and development of further engagement opportunities on new and existing client accounts, contributing directly to the growth of the business
- Managing small teams of associates and junior consultants, overseeing their work and developing upcoming talent within our team
- Supporting additional aspects of a growing startup business, including business development, industry engagement, and operational activities

This position is full time, with a competitive salary range depending on experience, and a performance bonus on top plus employee share options scheme.

Who We Are Looking For

The below is an indicative, but not exhaustive or restrictive, list of experience, skills and mindsets that we are looking for in a successful candidate.

Strongly desired:

- 2-4 years experience in client-facing roles in strategic, digital or operational consulting, or equivalent industry experience
- Proven track record in being part of a diverse team that delivers successful engagements that delight clients
- Experience facilitating client or internal workshops, that lead to tangible outcomes and deliverables
- Strong and demonstrable client relationship skills and professionalism
- Excellent interpersonal and presentation skills
- Ability to flexibly switch between multiple hats and ways of working, be it project managing, designing, or relationship-building
- A hunger to excel and take a leading role in the continued growth of an exciting, young business

Nice to have:

- Existing knowledge of innovation and entrepreneurship methods
- Startup and venture design/building experience
- Service design, UX / UI experience
- Product management experience

The successful candidate will, above all, be a team player, someone who has a deep desire to solve meaningful problems in a group setting, and wants to be part of an honest, open and ambitious team on the cutting edge of corporate innovation efforts.

What We Offer

We're a young and fast-growing business, so we're looking to work with passionate and entrepreneurial individuals able to take ownership and thrive in a rapidly evolving environment.

In return, we offer:

- A fast-paced, exciting and entrepreneurial environment where your potential will find the place to flourish
- Real support from across the team; personal growth is paramount for us, at any level
- Genuinely exciting projects able to positively impact the world
- The promise to try our best to help you achieve your personal career ambitions and objectives, we believe that having opportunities for learning and continuous improvement is crucial in for our team members
- Flexibility in terms of working location; while certain projects may require you to be in person, we appreciate the benefits of shaping your work days around your needs and preferred location
- An open environment with a free flow of ideas and suggestions on how to continuously improve ourselves, the workplace and how we deliver value for our clients.

About Studio Zao

We are a London-headquartered innovation studio and we work with global brands and organisations such as EY, NHS, Pfizer, Pearson PLC, Target Corporation, Philip Morris International, AptarGroup, Sony Music, Institute of Cancer Research, UK Civil Service, Speedo and Wellcome Trust, as well as the UK's leading academic institutions like Imperial College London, UCL and LSE.

We help our clients to drive step-changes in the value and performance of their innovation, by partnering with leaders, “intrapreneurs” and entrepreneurs alike.

Founded in 2018, Studio Zao is guided by the belief that one of the biggest innovation drivers for large organisations are their teams and leaders. Our approach consists in

combining People with Practice, and delivering engagements across 5 core areas:

1. **STRATEGIC ALIGNMENT:** ambition, urgency and direction of innovation
2. **EXPERIMENTATION:** validating pipelines of propositions hand-in-hand with internal talent and external innovators
3. **PILOTS:** making growth propositions happen, service/commercial design, refinement and minimal-viable products/services
4. **UPSKILLING:** building internal innovation and entrepreneurial capabilities, and enabling capability-transfer
5. **ARCHITECTURE:** architecting the appropriate governance and organisational structures, processes and incentives

We're a diverse bunch of no-nonsense individuals with an eclectic mix of passions (from music production and salsa dancing to improvised theatre).

We are good people who care about what we do, how we do it and most importantly, why it matters.

If you do too, then Studio Zao might just be the place where you can truly flourish.

What Next

To apply, please send your CV and covering email to hello@studiozao.com with the subject "**RE: Programme Manager Role**".