Job Description

Job Title: Project Manager
Reports to: Head of Client Services

Role Purpose

To deliver successful projects to clients within budget and set timescales and to a high quality, delighting our clients.

As a Digital Project Manager, you will work with the Head of Client Services and Head of Development to set up the team for successful delivery, removing obstacles or blockers to progress on an ongoing basis, helping the team to be self-organising and take responsibility for successful outcomes.

Enable the team rather than impose how to deliver, directing work from project, support and improvement backlogs as appropriate.

Successfully deliver website builds and ongoing support projects to clients within budget, building accounts by delighting customers through results, manage efficient use of resources within a delivery pod by balancing good utilisation with team happiness.

Help to grow a client account by working with Account Managers to identify opportunities to upsell future projects, as well as by maintaining a good quality of output and service.

Role Responsibilities

- Manage up to seven client projects of varying sizes at any one time
- Lead daily standups, sprint planning, show and tells, and retrospectives
- Bridge the gap between developers, creatives and clients to maintain control of the direction of a project
- Regularly report on project budget, risk and progress to both internal and external stakeholders
- Escalate project risks and issues outside of the Project Manager's control to Head of Client Services and appropriate Account Manager
- Ensure delivery of project within client's financial commitment and to acceptance criteria
- Take ownership of client relationships with the team and work closely with the Account Managers to grow the client
- Manage traffic within the pod to ensure work is scheduled effectively
- Help the whole team take responsibility for successful client outcomes
- Balance risk to live website environments by considering and challenging potential impact and assumptions
- Attend client meetings and carry out requirements workshops
- Support and advise junior members of the Project Team in delivery of their projects
- Maintain good team morale in their delivery pod by leading team-building activities

- Ensure high utilisation of the resource with the delivery pod, whilst balancing space for personal development
- Encourage collaborative problem-solving amongst team-members
- Engender a good work ethic in others and encourage working-flexibility to ensure client deadlines are met by team
- Act as a respected technical authority on digital projects by keeping up-to-date with relevant technology in the digital marketing sector
- Represent pod project management in weekly delivery team management meetups
- Ensure team records appropriate information in wikis, timesheets and project management systems
- Complete project documents, including ○ Handover meeting ○ Schedule of works ○ Contact reports/agenda setting ○ Welcome packs ○ 360 degree meeting ○ Post-project questionnaire ○ Timesheets for projects ○ Invoicing
- Regularly review and access processes with the team to ensure we are industry leading in our approach.

Personal Requirements

- At least four years' project management experience ideally within a digital agency environment
- Desirable – Agile and Waterfall project management experience and tools
- Experience of business analysis, and requirements workshops
- Understanding of design and UX
- A driven individual with high standards
- Proven people management skills
- Preference for collaborative problem solving
- Strong interpersonal skills to work and deal with individuals of various levels and backgrounds.
- Good oral and written communication skills
- Ability to handle the pressure of a fast-paced environment, which may include dealing with difficult customers.
- Ability to maintain a thorough understanding of procedures and policies
- Ability to make sound and logical decisions and choose appropriate courses of action based on parameters of the situation
- Ability to travel to maintain contact with clients, attend administrative meetings and training
- Desirable – product management experience
- Desirable - experience in arranging, managing and reporting on User Focus Groups
- Desirable - experience in conducting in-person and remote usability testing with low and high-fidelity wireframes, prototypes and live websites
- Desirable - Prodo are a HubSpot Gold Partner and we are looking for a Project Manager with experience or certification in 'Growth Driven Design'.

This is a challenging but rewarding role: we are looking for someone who not only meets the personal requirements but also matches our company values – we're a fun and friendly agency ambitious to innovate and grow further. If that sounds like you, we'll be a great fit!

Location: Chester

Type: Permanent

Salary: Dependent upon experience

Benefits Package: BUPA, 23 days holiday per annum, plus birthday off

Please send your CV with a covering letter to hannah@prodo.com