



# Project Manager

<b>Department:</b>	Delivery Team
<b>Contract type:</b>	Permanent
<b>Contract hours:</b>	37 hours per week (Monday-Friday)
<b>Reports to:</b>	Senior Project Manager
<b>Direct reports:</b>	N/A
<b>Salary:</b>	£30,000-£40,000 pa depending on experience

## **The Role:**

The Project Manager works in collaboration with the Delivery Team and Client Services Team, as well as with the wider business including Strategy, Creative and Associates that provide additional agency expertise.

With the support from the Senior Project Manager and Account Director, you help deliver a range of client projects across a portfolio of charities, making sure they are on time and on budget. You will also be key in supporting Open's relationship with our brilliant clients, making sure we deliver exceptional service to enable us to build partnerships that last.

The position is hybrid, with two days a week spent in our Shoreditch office and can involve travel to meet clients (primarily in London).

## **The Person:**

You are a confident project manager, highly organised and analytical. You have a passion for delivering great work for amazing causes with a keen eye for detail and a natural collaborator. You can build strong relationships with clients and internal stakeholders alike, always striving to deliver the best possible results.

Working on a range of projects across Open's client base, this role requires an enthusiastic, process-driven individual. You will be comfortable at building detailed timelines and collaborating with clients and internal stakeholders to deliver them. Your attention to detail is second-to-none, and you will be adept at

tracking and maximising hours/costs for internal resources and external partners, balancing these with quality control. Essential personal qualities include the ability to remain calm under pressure and a willingness to rapidly adapt to, and learn new ways of working.

### **Key Responsibilities (not exhaustive):**

- To deliver exceptional fundraising projects – developing and managing schedules, requesting resource and ensuring projects are on brief
- Ensuring projects are delivered on time and within budget
- Monitor and report back on how your jobs are performing in weekly
- Reporting on projects in delivery team meetings to ensure optimal results and profitability
- To demonstrate exemplary client management skills including developing strong relationships, keeping in regular contact in person and on the phone, scheduling meetings, providing agendas and contact reports, and ensuring all client requests and discussions are acted upon in a timely fashion
- Have strong written and communication skills including writing briefs, summarising insight/research, proofreading and presenting at client meetings
- Assist the Traffic and Resource Manager with administrative and resource related tasks
- To plan ahead – anticipating and averting potential problems before they happen
- Expertly processing and relaying client feedback to teams in a constructive manner
- To request and analyse results post-campaign, to ensure learnings are taken forward
- Be proactive in developing your own knowledge of the fundraising sector. Including client's key competitors and marketplace trends and issues

### **Skills, Attributes and Experience**

- Project management experience within a creative or marketing agency and a passion for doing good
- Exceptionally well organised, with a proven ability to multitask
- Experience working on direct mail and understanding of the print production process
- Experience working on digital campaigns
- Demonstrate knowledge of project management tools such as Basecamp, Trello and Slack
- Be organised, proactive and calm under pressure
- Have proficiency in Word, PowerPoint and Excel
- Be a wizard at multitasking
- Have superb attention to detail
- Possess excellent interpersonal and team-building skills

**Desirable:**

- Experience within the charity sector
- Fundraising knowledge and awareness
- Account Management

**Likely Key Performance Indicators:**

- Delivery and reporting of projects to plan and to budget
- Effective use of Open's project management systems
- Forming strong relationships with clients
- Building of robust project plans
- Completion of timesheets