



Senior Project Manager

Department:	Senior Project Manager
Contract type:	Permanent
Contract hours:	37 hours per week (Monday-Friday)
Reports to:	Head of Delivery
Direct reports:	Project Manager
Salary:	£38,000-£48,000 pa depending on experience

The Role:

The Senior 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 Project Managers and Account Directors, you'll deliver a range of large and often complex projects across different charities and causes. You'll have strategic oversight of some of our biggest accounts, ensuring projects are scheduled perfectly and delivered both on time and within budget. You will find and share learnings across our accounts, with the passion for continual improvement.

The position is hybrid, with two days a week spent in our Clerkenwell office and can involve travel to meet clients (primarily in London). We'll consider applications from a Project Manager or producer who is looking to take the next step in their career as Senior Project Manager, or an experienced Senior Project Manager.

The Person:

You are a confident project manager or producer, with exceptional organisational skills and attention to detail. You have excellent problem solving skills, with experience working with big budgets and complex projects across a variety of channels.

You have a passion for delivering great work for amazing causes and you are 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 develop detailed timelines for complex projects and collaborate with clients and internal stakeholders to deliver them. You will be expert at managing budgets, 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):

- Manage the delivery and understand the production process for complex campaigns across digital, print and broadcast (film experience highly desirable)
- Develop and oversee project timelines and budgets, ensuring efficient resource allocation and cost-effectiveness.
- Communicate confidently and effectively with internal teams and clients
- To request and track resource on your projects
- Monitor and report back on how your jobs are performing in weekly Delivery team meetings to ensure optimal results and profitability
- Efficiently identify, source and make available relevant information needed for a project
- 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
- Expertly processing and relaying client feedback to teams in a constructive manner
- 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

- At least 3 years project management/producer experience within a creative or direct response agency
- A confident decision maker and communicator
- A passion for doing good
- Exceptionally well organised, with a proven ability to multitask
- Good negotiating and influencing skills
- Experience working across multiple channels - including direct mail, digital and ideally film

- Experience working on direct mail and understanding of the print production process
- Proactivity - to plan ahead, anticipating and averting potential problems before they happen
- 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 (and/or The Google Suite)
- Superb attention to detail
- Excellent interpersonal and team-building skills

Desirable:

- Experience working in film
- Experience within the charity sector
- Fundraising knowledge and awareness
- Account Management
- Experience using AI to increase efficiencies

Likely Key Performance Indicators:

- Delivery and reporting of projects completing on time and on budget
- Line management of a Project Manager
- Effective use of Open's project management systems
- Forming strong relationships with clients
- Executing well planned schedules
- Completion of timesheets

Key Interactions between postholder and others:

- Clients
- Creative Studio
- Planning