

Job Description

Job Title: Web Development Project Manager	
Location: Remote working within UK	Responsible to: Managing Director
	Responsible for: Consistent high quality and timely output of production team
Job Purpose: To ensure smooth delivery of all project work undertaken by the company, via accurate and achievable scheduling of works, actively progressing project work through customer liaison, application of company policy and procedures particularly with regard to quality control and to facilitate reduced production times through deadline management.	
Tasks / Responsibilities: <ul style="list-style-type: none">• Daily monitoring of client projects to ensure best team member is assigned particular tasks and that these are carried out accurately and to deadlines• progress all existing projects and new opportunities via regular telephone, online meetings and email contact with clients• schedule updates for existing supported clients and ensure these are carried out to timescale and are accurate• assist clients with general enquiries regarding scheduling / meetings / technical support issues – the latter to be assigned to the most appropriate team member• identifying any challenges team members face in completing their tasks and supporting them to find solutions• quality control checking of all work carried out by production team to ensure accuracy and adherence to Company policies and procedures.	
Working Conditions: Remote working (at a permanent UK location) using own equipment to access Company network, supported by full documented process for all tasks and assignments.	
Performance Standards: Success in this role will be measured via weekly meeting with MD to assess project status, progress and quality of output. Monthly meeting with MD to assess overall output levels, quality control and customer satisfaction levels.	

Other duties:

Answering company telephone line; managing email enquiries to main office account.

Example daily tasks (including but not limited to):

- Manage main company email account
- schedule update requests from clients
- check-in with production team three times daily and ensure they have all they need to complete their daily tasks
- review project status and identify which to progress each day
- call / email / meet online with clients to progress projects identified above
- check website updates for current clients have been completed accurately
- keep clients apprised of ongoing project status weekly using process provided
- provide admin support to current clients on telephone request and assign to technician where necessary for timely technical support
- maintain accurate client files online
- interpret client project feedback and assign to appropriate team member
- update production team electronic schedules
- create and amend meetings scheduled in company diary
- email new networking contacts made
- update project status each day using electronic project workflow system.

Training and Support:

Each staff member has a dedicated training budget for continuous self-development and improving skillset, following successful completion of initial probationary period; comprehensive induction process to ensure new starters are swiftly brought up to speed; access to company Operations Manual to understand company ethos, aims, policies and procedures.

Person Specification:

Qualifications

IT literacy in a PC environment required

Experience & knowledge

Experience working in a design agency, technology sector or similar deadline-driven environment will be a distinct advantage

Excellent communication skills (writing and talking will be the main forms of contact with clients so good standards are essential)

Fully conversant with email processes and etiquette (this will form one of the main methods of client contact)

Able to organise personal workload effectively (the role requires that you are able to manage incoming and outgoing enquiries and coordinate these with the Company calendar to effectively schedule meetings and project work)

Experience in CRM and workflow software packages an advantage (managing multiple projects, clients and team members remotely requires accurate recording)

Required skills and abilities:

- impeccable telephone manner
- excellent written English
- experience leading a successful team
- 100% accuracy when recording interactions and progress
- ability to manage own and others' time effectively
- excellent people skills to form and nurture client and team relationships
- familiarity with Windows based computers
- knowledge of Microsoft Outlook email and calendar functions
- knowledge of Microsoft Word and Excel
- well presented and confident holding online video meetings
- experience with CRM or project workflow software an advantage but self-training time will be allocated to you

Qualities & attributes

Responsible, trustworthy, approachable – role requires a friendly approach, nice to clients, great with the team, you have a gift for figuring out how people who are different can work together productively

Always learning – identifying and suggesting improvements as we go, to increase productivity and client satisfaction levels, you seek to transform something strong into something superb

Consistency – maintaining high standards by following company processes, being super-efficient and organised, great at managing workflow and minimising interruptions to the production team

Focussed – managing multiple people, projects and tasks requires a cool head so you can take direction, follow through and make the corrections necessary to stay on track. You prioritise then act.

Strategic – you excel at reporting and measuring performance as you love to figure out how all the pieces and resources can be arranged for maximum productivity. Plus, you're adept at dealing with problems by figuring out what's wrong and resolving it.

To apply for this role: email your CV with a covering letter to info@fatpromotions.co.uk with the subject title Project Manager Application.