

Job Description

Title:	Project Manager
Hours:	Full-time or Part-time
Salary:	£21,000 to £24,000 per annum
Terms:	This is a 4-month fixed term contract, with the likelihood of extension

Reporting to the Senior Project Manager, the Project Manager is an important part of a small team that aims collectively to market, manage and quality-assure all EW Group services. The role will include the following responsibilities:

1. Project Management

- Managing contracts, ensuring they are delivered to timescale, budget and agreed scope, including attending project meetings with clients.
- Identifying, creating and editing the resources required to deliver the contract to the desired quality. Innovating new approaches and content/style ideas.
- Creating contracts for the work and project planning in collaboration with the consulting team.
- Ensuring evaluation of the projects and consultant performance is carried out and working together with the rest of the team to ensure evaluation measures are built into contracts. Together with the Senior Project Manager, acting up on feedback and spotting further opportunities.
- Building relationships with the consultant team, ensuring they are kept up-to-date and supported in relation to project progress, timeline and requirements.
- Client liaison and relationship management. Acting as the first point of contact for the clients and ensuring they always receive positive, high-quality service and thereby contributing to client retention. Building skills in key client/account management.
- Applying continuous improvement to our services and ensuring quality standards are met (such as improving materials and ensuring design of courses meets the expected standards).
- Raising sales and marketing opportunities with other team members, e.g. newsletter and case study content from existing projects. Building skills in up-selling and cross-selling.

2. Administration

- Supporting the team with proposals, sales pitches and product launches and new content creation. Building skills in costings and proposals.
- Events management including, for example: venue sourcing, marketing and catering.
- Attendance at internal and external client events and conferences where necessary.
- Ensuring our internal project management systems are up-to-date with all relevant client and contract information.
- Diary management for other members of the consulting team.

Person Specification

	Essential	Desirable
Client and consultant liaison	<ul style="list-style-type: none"> • Demonstrable ability to deliver high-quality customer service • Demonstrable ability to think and act commercially • Ability to build meaningful client and consultant relationships and build rapport • Experience in influencing outcomes using effective negotiation • An engaging and motivating attitude and show commitment to continuous improvement 	<ul style="list-style-type: none"> • Experience of working within a B2B environment • Experience of working in a consulting business • Experience of working with clients in a range of business sectors
Project Management	<ul style="list-style-type: none"> • High level of numeracy and problem-solving skills and excellent written and verbal communication skills • Ability to manage multiple timelines simultaneously and to swiftly respond to changing priorities • Ability to identify and quality-assure resources required to meet client or customer needs • Demonstrable understanding of overall project management, e.g. establishing a timescale, budget, quality level, carrying out an evaluation 	<ul style="list-style-type: none"> • Experience of managing delegates of training courses
Administration	<ul style="list-style-type: none"> • Proven administrative experience in a dynamic and fast-paced environment • Excellent IT skills, including demonstrable experience of working with Microsoft Office packages • Ability to work in a detailed, accurate way and utilise systems and processes 	<ul style="list-style-type: none"> • Previous experience of CMS, elearning and/or CRM systems/platforms

- An understanding of information management
- Ability to think on feet and respond to queries in a positive, helpful, practical and timely manner
- Ability to work collaboratively and supportively in a small team
- Willingness to take initiative and ownership of responsibilities and drive initiatives forward
- Ability to communicate positively and effectively (written, and oral) with colleagues and clients at all levels of organisation
- Understanding of social media

To Apply: Please submit your CV to office@theewgroup.com with the subject line 'Project Manager Role'.