



## Project Manager

**Salary:** £25,000 - £34,000

**Terms:** This is a permanent role with a 6-month probation period. We offer a flexible business model in which all types of working arrangements would be considered. This could include job share, flexible or part-time work.

**Location:** Our office is in Farringdon, London, but our clients are based around the UK so there is scope to be home-office based some of the time.

**Benefits:** We offer 30 days' holiday and employer's pension contribution of up to 6% of salary.

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### About the Role

EW Group is a leading diversity consultancy, working across the UK and internationally. Our client list includes household names, FTSE100 companies and public-sector bodies. We are seeking an experienced person who can help us deliver client projects. To get the job done well and ensure our clients are cared for, you'll need to be a strong communicator and problem-solver.

The successful applicant will be a key point of contact between our clients, diversity consultants and the operations team to ensure every project runs smoothly. You'll be able to draw upon your previous project co-ordination/management experience to manage client projects from beginning to end.

At the core of our service is brilliant client care. Your job will also involve working directly with clients: you'll need to quickly build rapport and trust. You will be confident in managing timescales and budgets, and be able to keep projects within their agreed scope. No two days are ever the same as a project manager at EW Group, so you'll be adept at coming up with solutions, and keeping a cool head to ensure a project stays on track.

You will work close with the Operations Manager during your induction and we will provide you with all the project knowledge you need to make a success of this role.

## The Role Competencies

This role is pivotal to the successful delivery of our client projects. We're looking for someone who demonstrates the following competencies. These are what we will be assessing your application against.

- A project co-ordination or project management experience from a client-focused environment.
- Ability to build relationships with clients, consultants and colleagues to make things happen.
- Clear, confident and influencing communicator and problem-solver.
- Ability to think and act commercially, understanding risk management and profitability.
- An engaging and motivating attitude and commitment to continuous improvement.

## About EW Group

At EW Group, rarely are two days the same. We're a small team, too, so you'll be working closely with everyone but particularly with the Senior Project Manager who you will report to.

We can promise you exciting, cutting-edge work which has real social value. We are committed to career development and support, and you will be offered the chance to be involved in all aspects of the business as we grow.

We work with companies from across the private, public and charitable sectors. We're unique in the way we custom-build our work to the challenges that each client is facing. We've delivered bespoke projects at the BBC, Adidas, Santander, Arts Council England and the Metropolitan Police, plus hundreds more.

**To apply, please send your CV and covering letter to the Operations Manager, Anna Arbuthnot, [anna.arbuthnot@thewgroup.com](mailto:anna.arbuthnot@thewgroup.com) .**

## The Key Duties of this Role

### Client Project Management

- Managing client projects from beginning to end, ensuring they are delivered to timescale, budget and agreed scope, including attending project meetings.
- Creating project contracts and planning and directing the project work in liaison with the diversity consultants.
- Identifying, creating and editing the resources required to deliver the contract to the agreed scope and desired quality. Innovating new approaches and content/style ideas.
- Ensuring evaluation of the projects and consultant performance is carried out and working with the rest of the team to ensure evaluation measures are built into contracts. Together with the Operations Manager and Sales team, acting up on feedback and spotting further opportunities.
- Building relationships with the diversity consultants and day-to-day liaison, 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.

### Institute of Leadership and Management – project management

- Co-ordinating courses and special alumni events in collaboration with sales and marketing.
- Delegate management and communication from enrolment to award ceremonies. Acting as the first point of contact and ensuring they always receive positive, high quality service. Tracking their progress through the courses.
- Tutor liaison and support, ensuring they are kept up to date and supported in relation to course progress, timeline and requirements.
- Ensuring evaluation of each of the courses is carried out and in collaboration with Operations Manager ensuring any feedback implemented.
- Maintaining contact lists for alumni and for current and future guest speakers on the courses.
- Building skills in promoting and selling course places.
- Building skills to manage our relationship with the ILM as one of their approved centres and ensuring EW Group complies with their requirements.

## Administration

- 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.
- Attend and contribute to our internal meetings and away days, including our annual team event in Italy.

## Person Specification

- You will be energetic and positive in your approach with clients and with the team.
- You can work collaboratively, and you are a natural problem-solver.
- The pace of work is often high, as you will be responding to client needs. The successful applicant will be able to work to tight deadlines.
- You will be happy to take responsibility for managing your own workload, and for raising any workload issues with the Senior Project Manager.

