

# Project Manager

**Salary range:** £26,000 - £33,000 depending on experience

**Location:** We operate a hybrid working model, splitting our time between our office in Central London (Old Street) and home. Our clients are based around the UK and further afield so the role may require travel.

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

We are committed to best practice in Equality, Diversity and Inclusion. Black, minority ethnic and disabled candidates are particularly encouraged to apply so we have the widest pool to choose the most suitable candidate from.

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With over 65 years' combined expertise, EW Group and Challenge Consultancy are the leading full-service diversity and inclusion consultancy. Supported by a team of more than 100 diversity specialists, our training, analysis and consultancy programmes have been delivered to more than 3,000 organisations across 80 countries with clients including Mercedes Formula 1, The Economist Group, the BBC, Dyson, adidas, Arsenal Football Club, URBN and The White Company.

The successful applicant will be the primary point of contact between our clients, consultants, and the operations team to ensure projects run smoothly. To get the job done well and ensure our clients receive the highest quality of service, you'll need to be a strong communicator and problem solver. You'll be able to draw upon your previous project and/or account management experience to manage client projects from beginning to end. At the core of our service is brilliant client care; you'll need to quickly build rapport and trust, 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 the DEI division, so you will 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 Project Management team during your induction to gain the knowledge and insight to make a success of this role, and thereafter we work with a high level of autonomy and are results focused.

We're looking for someone who demonstrates the following competencies.

- Experience of project and/or account management/coordination in a client-focussed environment
- Ability to provide high quality client service
- Ability to build rapport with colleagues, clients and consultants
- Clear, confident and influencing communicator and problem-solver
- Strong organisational skills and attention to detail

### The Key Duties of The Role

- 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 Director and Head of Projects, acting upon 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, timelines, and requirements.
- Client liaison and account management: acting as the first point of contact for our clients and ensuring they always receive positive, high-quality service and thereby contributing to client retention.
- Ensuring quality standards are met across all project activities (such as 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.
- Ensuring our internal project management systems are up to date with all relevant billable day, client and contract information.

- Attend and contribute to our internal meetings and away days

## Person Specification

- You will be positive, practical and creative in your approach to your work with clients and with the team.
- You can work collaboratively, and you are a natural problem-solver.
- You are confident communicator and can demonstrate relevant previous experience.
- 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 your line manager.
- You will have a genuine passion and belief that people are treated as equals, that people receive the dignity and respect they deserve and that their differences are celebrated.