

Job description: Digital Project Manager, London

■ About Living

Living specialises in integrated branding and communications. We help our clients in the financial, professional services, property and technology sectors enhance their corporate brands, communications and reputations.

We provide innovative and award-winning solutions through an open and honest culture, forging strong relationships with both our clients and our employees. As an expanding business with offices in London, Hong Kong and New York, we want people who are passionate about brand and communications and will contribute to the successful growth of our company going forward.

■ Reports to

- Digital Client Director

■ Summary of role

With 3+ years digital experience, preferably in a corporate communications environment, the Digital Project Manager will be required to manage the full digital project lifecycle (from initial scoping through planning, estimating & budgeting, scheduling, design and implementation). You'll be responsible for the day-to-day management and smooth running of a range of digital projects including websites, online tools, apps, digital advertising, email campaigns, video and animation.

■ Key responsibilities

- Providing end-to-end project management throughout the project life cycle from initial scoping phase, through planning, estimating & budgeting, scheduling, design & development and full implementation
- The scoping of digital projects with clients, understanding their individual requirements and creating accurate documentation, including creative design briefs, functional specifications and site maps
- Production of appropriate documentation in support of digital projects including project plans, risk logs, issue logs, requirements specification, resourcing plans and profile, budgets and standard project communications
- Input to and organise testing to guarantee quality of delivery to client
- To manage resource planning and raise issues (I.e. under / over resourcing, project slip, scope creep, etc)
- Write internal and external periodic project / client reports
- Ensuring projects are delivered to the highest quality within agreed timings and costs whilst also managing clients expectations
- Anticipating potential project problems and dependencies, and effectively suggest solutions or contingency plans
- Scoping of digital projects with clients / senior team, understanding their individual requirements and creating accurate documentation
- Capturing time on projects, ensuring the correct time is being inputted by the team and being aware of budgets
- Ensuring all project plans are inputted on co. efficient and imported to estimate stage for accounts team
- Facilitating the definition and planning of functional specifications
- To provide account management support in all new business activity and take an active role in part in proposal creation and writing, and credentials and pitch meetings

Living Group

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- Motivating and encouraging the digital team to deliver 'right-first-time', online solutions for our clients
- Delivering operational excellence to each and every client, and ensuring you use Living's best practice methodology

■ **Overall, the Digital Project Manager is expected to:**

- Have an excellent understanding of commercial processes, delivering profitable projects every time
- Promote Agile methodologies, including continuous integration and test-driven deployment
- Have an excellent understanding of web projects and implementation methodologies
- Have the ability to highlight project risks at the appropriate stage of the project
- Have the ability to manage changing business and technical requirements
- Have a very good understanding and knowledge of web standards, accessibility and compatibility issues
- Be familiar with multiple technology platforms i.e. mobile apps, web, email and streaming media
- Have good numeracy skills for estimating, scheduling, production and invoicing purposes
- Have exceptional communication skills – both internally and client facing
- Be able to demonstrate an informed opinion about the digital marketplace
- Forward thinking, with an ability to innovate and leverage technology as it evolves
- Be analytical with great attention to detail, ensuring consistent improvement in the quality of our output
- Finally, understand all aspects of Living's offering including design, digital, PR and reporting.

■ **Technical skills required**

- Highly proficient in MS Word and Excel, on Mac and PC
- Working knowledge of digital design and production software
- Knowledge of standard UE software
- Knowledge of the Adobe Creative Suite (not essential)

■ **Review periods and feedback mechanisms**

- Performance appraisals conducted by the Digital Client Director – twice a year