

Digital Project Manager

Combine business vision, communication skills, soft management skills and technical savvy with the ability to plan, coordinate, and execute the successful delivery of digital projects.

Role Responsibilities

- Keep the spotlight on the vision to inspire the team, promote teamwork and collaboration, and remove obstacles for projects to progress
- Model being an adaptive leader to deliver projects within the allocated budget and timeframe to meet (or exceed) customer expectations
- Initiating, defining, planning and managing the delivery of projects for clients across a range of digital media (configurators, apps, websites etc.)
- Requirements gathering, validation & documentation using appropriate models – User stories, feature matrix, systems architecture diagrams, context diagrams, wireframing etc.
- Creation and maintenance of project documentation (including but not limited to Statement of Works, RAG Status and RAID Log reporting)
- Managing the day to day running of projects to execute plans and monitor/control results (including, but not limited to: scrum, Kanban, release planning, iteration planning and review, retrospectives and lessons learned methods)
- Collaborate with the team on information architecture, design, technical and functional requirements, applications, community elements, user experience and page building
- Report, troubleshoot and coordinate resolutions to risks & issues related to the delivery of the project
- Interface with third-party technology vendors to build and launch cutting-edge and engaging digital applications based on creative and brand objectives
- Demonstrate exemplary customer service while delivering the project
- Support and collaborate with other internal departments across all stages of the project
- Ensure high quality delivery of projects, often assuming a Quality Assurance role

All Staff Responsibilities

- Carry out any reasonable duties as identified by your Line Manager or Team Leader
- Positively represent Burrows to our customers and suppliers
- Ensure compliance with all contractual employment obligations
- Ensure compliance with our ISO standards
- Fully participate in the company's performance management and development programmes
- Maximise own ability to produce quality work, on time, and to brief, utilising best skills and available technology
- Work in accordance with the company's Human Resources policies and procedures
- Ensure compliance with health and safety requirements

Your Qualities as a Candidate

You will be a client focused, motivated individual with a strong ability to manage multiple projects and tasks autonomously.

You have strong attention to detail and a proactive approach to work. You're able to prioritise your workload and work within a team environment.

Essential skills and experience

Personal Attributes

- Exceptional attention to detail
- Can-do approach to problem solving
- Extremely customer focused
- Responds well to change
- Excellent "people person" – Team facilitator, helps create a positive environment of enthusiasm, empowerment and continuous improvement
- Able to multi-task within a fast-paced environment
- Have first class interpersonal skills
- Proactive and always looking to make efficiencies across the project
- Able to work overtime as and when required, sometimes at short notice

Experience & Knowledge

- Experience managing the full project lifecycle for large, complex projects of at least £250K
- Proven experience in a project management role
- Expert in managing multiple projects in a high-pressure, deadline heavy delivery environment
- Expert project governance – managing and monitoring scope, budget, schedule, resources, risks and quality.
- Experience with managing many different digital projects e.g. web, mobile app's
- Understanding of technologies such as web applications, smartphones, tablets etc.
- Excellent stakeholder management & communication skills - able to demonstrate credibility with senior management
- Proficient in using MS Office suite and specifically MS Project
- Experience of writing quality statement of works,
- Managing issues and risks using RAID logs & status reports
- Understanding of Agile and/or Prince 2 methodologies

Qualifications

- PC literate, good working knowledge of MS Office (Word, Excel, Outlook etc.)
- Foundation Project Management Qualification

Advantageous Non-essential experience

- Agency experience
- Experience with multi-language digital projects
- Knowledge of ticketing systems (Confluence, JIRA, Trello)
- Aware of software development lifecycle
- Understanding of the Agile product owner role
- Experience in a Business Analyst role/capacity
- Working knowledge of VISIO
- Experience presenting to clients and project board