

Job Title: Project Manager
Line Report: Client Services Director
Contract: 6 months
Location: London

Wardour is an independent creative agency, which turns complex ideas into great content and compelling stories, brought to life by bold design and filmmaking. Wardour is the most awarded agency of its kind in the UK and in 2023 won the Top Agency Award at the Summit Creative Awards. Based in the hustle and bustle of Covent Garden, we're a close-knit, friendly bunch who, in the latest employee survey, overwhelmingly stated that company culture and quality of work are what they love most about working at Wardour. We're looking for a Project Manager to join our .

Description of role

This is a core role in the agency. It centres on managing creative and content projects to ensure that clients are delighted - ie that great solutions are delivered on time and to budget.

In some instances, the project manager will be the main point of contact for clients in the agency's client services team. In other instances, the manager will be expected to support senior colleagues in the management of bigger projects.

Project managers:

- Have to work closely not only with colleagues in the client services team, but also colleagues in the agency's creative and content teams.
- Have to have great personal skills. They have to be good at listening and interpreting client requests and contributing to client meetings. They have to be good at corralling resources internally and working with more senior colleagues across the agency to ensure the successful delivery of projects.
- Need a good eye for detail. Much of the role centres around running schedules and budgets, and inputting data into our forecasting system (Pipedrive) - ensuring that the agency turns out amazing solutions for clients on time and at the right cost for the client and agency.

Role requirements

Role specifics

The work will include:

- Actioning Statements of Work so that projects are delivered on budget and to deadline.
- Taking minutes of external and internal meetings. Sharing notes with attendees. Agreeing the actions with clients and colleagues. Coordinating the delivery of agreed actions to deadline and budget
- Liaising with clients through face-to-face meetings, Teams calls, emails and the telephone to take in feedback and to help progress work being done by our content and creative teams.
- Liaising with colleagues across the agency to ensure projects are delivered on time and to budget.
- Being an active and involved part of the team that presents solutions to clients
- Creating and running schedules and workflows in Excel
- Putting together costings in Excel for approval by team leaders before forwarding to clients

- Drafting Statements of Work as required for sign-off by a senior CS colleague
- Adding accurate and useful detail about opportunities and status updates to our forecasting system, Pipedrive.
- Preparing invoices for sign-off by team leaders before forwarding to clients
- Liaising with suppliers and helping negotiate favourable terms
- Supporting on pitch work as needed
- Reporting on the status of projects to the Client Services Director

Skills & Knowledge

Skills/attributes needed

- Strong interpersonal skills for liaising with clients and colleagues
- Good telephone/Teams manner
- Clear writing styleAttention to detail
- Willingness to take direction
- Ability to work unsupervised
- Interest in good design, digital innovation and contentExperience of managing projects for clientsFamiliarity with software programmes including Microsoft Office, InDesign, Powerpoint and Pipedrive (a CRM system)
- Ability to work unsupervised in a responsible method, and gain trust, respect and confidence of clients and work colleagues.
- Numerate - able to put together costingsAbility to demonstrate expertise and understanding of Wardour's full suite of services, and internal work processes

Personal characteristics

- Professional & Credible
- Good attention to detail
- Good Communicator
- Pro-active, Positive & Results Focused
- Self Motivated Enthusiastic and collaborative

Additional information

- Vibrant Covent Garden office location (free snacks, monthly socials)
- Flexible working (3 days in office, two WFH per week)

If this sounds like the role for you, please email your CV and a cover letter to employe@wardour.co.uk