

Job Title: Project Manager, Events

Reporting to: Head of Project Management, Experience

Location: Based at our Norwich Office with occasional travel when required

Salary Range: On Application

Job Description

Background: The role of Project Manager, Events is an exciting, varied and fast-paced position requiring an individual who can work both autonomously and collaboratively. You will play a key role in the successful delivery of projects, taking ownership of timelines and budgets while ensuring a consistently high standard of execution and client satisfaction. Working as part of a client-facing team, you will contribute to the creation and delivery of engaging, high-quality events. You will collaborate closely with internal stakeholders and external partners, building strong working relationships to ensure seamless project delivery. The role also offers the opportunity to support and contribute to larger and more complex projects, gaining exposure to multifaceted event delivery within a supportive team structure.

The Project Manager, Events works closely with a number of internal stakeholders within the business (Account Directors, Project Coordinators, Senior Producers, Producers) and as such needs to be an intelligent lateral thinker who is passionate about project delivery and seeks to deliver outstanding projects, whilst constantly pushing the Pb way of working, boundaries of innovation and execution.

Job Purpose: To drive an end-to-end exemplary, creative and inspiring project management service to our clients. As an integral part of the Experience team the Project Manager, Events role is one which requires exemplary project planning, and problem-solving skills with a proven experience of supporting multiple projects in a fast-paced environment. There will be high levels of interactions with client contacts and working with third party suppliers and venues on occasion the Project Manager, Events will be the lead on these calls and should feel very comfortable in these sorts of communications whatever the context.

Roles & key responsibilities:

- Extensive knowledge, skills and experience within the events and project delivery arena
- The ability to lead and support multiple and complex projects from inception to delivery including, but not limited to, knowing how to gain an understanding of the client's requirements, translating these effectively into the project providing positive challenge if necessary
- The ability to brief colleagues effectively, empathise with the client's situation, apply skills and leadership under pressure while managing the client and internal teams to deliver the best solutions available
- Manage project timelines, milestones, and budgets, ensuring all deliverables are met
- Ensure clear and consistent communication across all stakeholders
- Highlighting and supporting any internal process changes that may need to be implemented to improve client experience and profitability for the business
- Good understanding of the commercial structure of the business
- Champion and be an ambassador for researching and actively promoting new solutions for projects with sustainability at their heart
- The ability to support on a tender / pitch / presentation process – supporting the creative concept generation, proposal generation and delivery of the proposal to the client as well as any follow up required

Main Duties:

- Interpret briefs from the client by identifying and securing resources across all Pb departments to provide exceptional creative deliverable solutions which address the client needs
- Alert the Account Lead to any irregularities, lack of adherence, and/or issues that could result in detrimental implications within a project

- Provide an end-to-end project management service for projects specifically ensuring project milestones are identified, met, communicated, and delivered to realistic timelines
- Support Account Leads to maintain and grow client accounts through your own client relationships and excellent delivery. On occasion you may be required to act as the Account Lead or the Project Lead depending on the client and situation
- Delivering projects on time, within budget and scope, that meet and exceed expectations
- Drive the management of end-to-end development and communication of all projects needs internally with all departments and externally with clients and third-party suppliers
- Source and liaise with suppliers, and contractors pre, during and post event
- Liaise with venues and other agencies to ensure a smooth and collaborative working relationship
- Creation and management of all relevant documentation in line with our internal project management processes
- Attend internal meetings, external client meetings and site visits as and when required
- Maintain knowledge on client's internal policies, brand guidelines and external codes of conduct
- Demonstrate excellent written and verbal communication skills
- Carry out post event feedback mechanisms to ensure the client needs were met and provide written feedback to the business where appropriate to ensure best practice is shared through post-show debriefing with necessary internal staff
- Attendance on site (including weekends) may be required for successful delivery of the role
- Be a proactive team member within Pb engaging professionally with internal staff whilst also acting as an ambassador for Pb externally

Account specific duties:

- Provide consistent and proactive support to the Account Director
- Nurture strong client relationships, acting as a key point of contact
- Provide support to ensure financial tracking, reporting, and reconciliation of projects within agreed margins
- Serve as the internal advocate for the account, maintaining a deep understanding of its needs, preferences, and strategic goals
- Support the Account Director in the day-to-day running of the account, ensuring smooth operations and effective communication
- Maintain a holistic view of all projects within the account, supporting management and long-term planning
- Assist with specific reporting, procurement processes, and documentation, including briefs, DIFs, quotes, and SOWs
- Drive the internal Pb ways of working to be consistent with the wider business

All Production Bureau Limited employees are responsible for:

- Working to the policies of Production bureau Limited
- Promotion of equal opportunities and respecting diversity within all aspects of their work
- Complying with all Health and Safety regulations and promoting a safe working environment
- Carrying out additional duties which may be allocated from time to time by the Board of Directors

Requirements

Essential Criteria = (E) Desirable Criteria = (D)

Qualifications/Skills:

Proficient MS Office skills including PowerPoint, Excel and MS Teams(E)

Strong interpersonal and communications skills (E)

Excellent presentation skills (E)

Leadership & management skills (D)

Project Management skills (E)

Highly organised and accurate with exceptional attention to detail (E)

Excellent problem-solving skills (E)

Efficient cost/budget management skills (E)

Professional or degree level qualification in event management (D)

Experience:

Experience of supporting corporate live and virtual events, and exhibitions (5 years plus) (E)

Proven track record in client relationship management (E)

Experience of working in a pressured environment adhering to strict timelines and deadlines whilst still delivering great service (E)

A multi-tasker who can prioritise and manage own workload and lead others when required (E)

Pitching experience (D)

Numerate and experienced at managing budgets, preparing spreadsheets, costings etc (E)

Experience and awareness of Health & Safety requirements relating to Event management (D)

Attributes:

Excellent organisational skills with a desire to be innovative (E)

Positive 'can do attitude' and solutions orientated (E)

Commercially astute (E)

Client focussed with a desire to deliver exceptional service (E)

Ability to work under pressure and to tight deadlines (E)

Professional and personable individual (E)

Willingness and flexibility to travel frequently within the UK and abroad (E)

A positive and flexible approach to work with an ability to react to change as it happens (E)

A self-motivated, enthusiastic individual with a good sense of humour (E)

Driving licence (E)