

Job Title: Digital Projects Coordinator

Reporting to: Head of Digital

Location: Based at our Norwich Office

Salary Range: On Application

Job Description

Background:

Production bureau's Digital Team are an integral part of the business, offering a portfolio of digital services that include virtual events and meetings, event and engagement apps, microsite, websites and exhibition/installation digital engagement tools to our range of clients within the corporate sector. As part of Pb's Studio, the Digital Team collaborate across the business with our Design, Motion, Spatial Design, Technical Services, Events, and Streaming & Broadcast teams.

Job Purpose:

As an integral part of the Digital Team, the Digital Projects Coordinator works collaboratively with the immediate team and the wider business to help communicate, deliver and grow our digital offering. The Digital Projects Coordinator leads on the tracking and logging of digital projects for the team, managing our project calendars, tracking exclusive team resources and the demands between projects. This helps to ensure key project deliverables and milestones are met, while helping facilitate communications between internal stakeholders or externally with clients.

Project tracking is an essential part of our day-to-day process, not only to ensure deadlines are met, but our deliverables and associated data remain aligned with our client policies, maximising our ability to deliver projects effectively and securely – we have in-house IT & Governance to support throughout this process, helping to keep us up-to-date on policies and guidelines related to governance.

Main Duties:

- Support the Head of Digital with the planning and overview of the entire program of Digital projects to assist with team resources, and ensure the team have, to all program information to assist with the management of their projects.
- Support the Digital Team with delivering their projects, by assisting with identifying requirements, determining timelines and deadlines, attending/organising meetings and ensuring the projects remains within scope and on track for delivery.
- Providing project(s) management guidance relevant to the digital scope within projects to Project Leads and Client Handlers.
- Support the Head of Digital in process improvements across the Digital Team.
- To collaborate with and support the other Production/Project Management roles within the Studio, enabling understanding and insight of the Digital projects as well as understanding how the wider Studio projects are managed.
- Facilitating and supporting communication among a program's cross-functional team, ensuring all involved parties and departments are aware of project requirements and timelines.
- Ensuring briefs and timelines relevant to Digital projects have been communicated with all relevant Pb departments and that the appropriate processes are being adhered to.

- Be an early identifier of project risks and provide escalation points and routes where relevant, specifically relating to scope, timeline, resources and governance.
- To create digital reporting templates and maintain and update Digital Project and Web Developer reports to easily identify each project's overview and status.
- Attending/running the Digital Team meetings to get regular updates as to the status of each project and maintain documents to enable clear communication of each digital project's status to all involved parties.
- Input into creating and maintaining collateral for our Digital offerings, services and platforms, such as: Event Portals, Mobile Apps, Digital Creative Tech, Microsites and other digital offerings - external and internal documentation.
- Join project calls – internal and external, as required.
- Organise and attend de-briefs to facilitate feedback for the team.
- Keeping track of important project dates, information, assets, milestones, domains and key requirements through the project life cycle. Sending reminder emails out to relevant parties (e.g. Producers) for 'kick off' & live dates, closure of projects and ensuring the Digital Producers are then archiving and deleting/decommissioning as appropriate.
- Be responsible for providing quotes and pricing information for incoming work. This will require working closely with the Head of Digital as custom solutions, and product types change rapidly.
- Raise POs for suppliers as and when required.
- Be aware of MSA and other Governance requirements pertinent to Digital projects and proactively ensure projects' adherence to these standards.
- Have regular meetings with Director of Governance and IT to run through current projects status and key information, maintaining a spreadsheet containing all governance stats required for each project.

All Production bureau Limited employees are responsible for the following:

- 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:

Attention to detail (E)

An ability to manage and organise time/projects effectively and efficiently (E)

Excellent interpersonal and communication skills, including the ability to translate technical information into plain English for clients (E)

Good problem-solving skills (E)

A multi-tasker who can prioritise and manage their own workload (E)
Professional or degree-level qualification in a relevant discipline (D)

Experience:

Experience handling multiple projects across different platforms for a broad client base (E)
Confident in designing and implementing new processes, including negotiating with involved parties to ensure business requirements are met and all parties ongoing understanding and adherence. (E)
Project management experience (E)
Experience communicating with clients on projects (E)
Experience of working in a pressured environment and to deadlines (E)
Ability to analyse and monitor project data and identify key stats to implement reporting on a quarterly basis. (E)
Experience in working with and understanding budgets (E)
Experience in the events industry (D)

Attributes:

A positive and flexible approach to work, with an ability to react to change as it happens (E)
A solutions-orientated and organised individual with plenty of initiative (E)
A self-motivated, driven, enthusiastic individual with a good sense of humour (E)
A naturally collaborative team player who can share ideas and promote best practices (E)
A professional appearance and presentation when client-facing (E)
Full Driving Licence (D)