

THE : FUTURE : LABORATORY

JOB DESCRIPTION

Job title:

Senior project manager

Department:

Client development

Reporting structure:

Reports to: Head of project management

Team members: Project managers, production planner, client development directors, business development managers, digital marketing manager, marketing executive

Summary of department:

The Future Laboratory is a strategic foresight consultancy. Since 2001, we have prepared clients for the future by giving them the confidence to take the decisions today that will create transformative growth tomorrow. We have grown into an organisation with international reach, employing more than 80 people, headquartered in Spitalfields, London. The Future Laboratory has foresight at the heart of everything we do. As an organisation we are inspiring, knowledgeable, forthright, charismatic and independent. We believe what we deliver is unique and game-changing, and we are committed to being ethical, responsible and socially minded.

Summary of role and responsibilities:

The Future Laboratory is looking for an experienced senior project manager to join our growing Client Development team and play a key role in maintaining a client-centric culture in the business, helping the business to understand its clients' needs and desired outcomes, and ensuring the seamless and flawless delivery of projects to clients. The ideal candidate will have mastered the art of being the calm in the storm, be able to motivate and lead diverse teams, solve complex problems, create and implement efficient processes, and keep projects within scope and budget.

Senior project managers are the day-to-day leads on projects, both for clients and internally. The ideal candidate will be expected to manage large and small projects simultaneously, and will potentially manage one of our large key accounts. They will be able to devise the vision and approach of a project from pitch to delivery based on expectations outlined by senior clients. They will guide and direct teams to ensure that they stay on track in the delivery and output of projects. They must ensure that projects are always kept within scope and budget, adjusting the course of action where necessary in order to achieve this. They will also be able to identify opportunities within projects for The Future Laboratory to grow its business with clients.

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The ideal candidate will have extensive experience as a project manager at medium-sized and/or large agencies, and have a background in advertising, brand strategy, innovation or the interactive industry. They will have a proven track record of leading internal teams to successfully deliver large projects in dynamic environments under strict deadlines. They will thrive on driving change and have examples of processes they have established that have improved efficiency and quality of work. Crucially, they will have a keen interest in being part of a team that delivers strategies to ensure that its clients are more prepared for the future more of the time.

Key responsibilities:

- : Manage the day-to-day aspects of multiple projects with multidisciplinary teams and senior clients
- : Have a strong understanding of the client's products or services and knowledge of their competition
- : Ensure that clients are happy with the level of service received at all times and will help to bring in repeated business by resolving any outstanding issues
- : Able inform their company of new contacts and business opportunities and facilitate introductions to the wider team
- : Attend senior client meetings and events as both a representative of our company and as an extension of the client team
- : Identify client needs, outcomes and expectations from the outset, clearly communicate them to teams and ensure that deliverables meet and/or exceed these expectations
- : Prioritise team workflow, ensure that the team has a clear understanding of the needs of the day, week and wider project
- : Ensure that all projects are delivered within budget and on time, and that projects are monitored along the way
- : Develop and champion new processes to support an efficient flow of work throughout the company
- : Manage team resourcing; ensure that team members are working at capacity and anticipating resource needs based on potential pipeline
- : Support the business with internal operations, such as resourcing, financials and status reports
- : Proactively manage clients by providing timely updates and anticipating any issues that may arise
- : Inspire a collaborative, one-team, client-centric dynamic and know when to source key stakeholders
- : Provide a framework and process for project teams, establish key team check-ins to ensure that all team members are in constant step with the project
- : Build good working relationships with internal teams and stakeholders, and develop a positive rapport with key client personnel on project-related matters
- : Ensure that key people are taken along the project journey and that expectations are managed internally and externally – proactive management with no surprises
- : Identify resource needs and source the internal and external resources needed to complete a project – includes selecting freelancers and/or fieldwork partners where not already defined as part of the proposal
- : Create costs and timings for new business proposals
- : Administer booking travel, calls, workshop venues/logistics
- : Negotiate costs and contract agreements with suppliers, includes day-to-day liaison
- : Assist with providing a birds-eye view on resourcing over the coming 2–3 months
- : Timely reporting to the project director on expected sales and pipeline on a weekly/monthly/quarterly basis

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- : Facilitate closure reports and project wash-ups
- : Assist with project timings and costs for new business proposals and ensure that the right systems and stakeholders are updated with client conversations, etc.

Essential skills and experience:

- : Extensive experience as a project manager in an interactive, advertising, innovation, branding agency
- : Managed senior clients across a variety of sectors and markets
- : Managed projects upwards of £500K for a minimum duration of 3–6 months
- : Excellent interpersonal and communication skills, with the ability to communicate at all levels within a business
- : Deep understanding of business and commercials
- : Experience with mixed research methodologies – experience covering a variety of sectors is a plus
- : Highly organised and capable of managing multiple deadlines and stakeholders simultaneously across different time zones
- : Manage the growth and development of individuals/teams
- : Experience using Keynote, Excel and project management systems
- : Training gained from a project management course is a plus
- : Curious, proactive, highly organised, empathetic, ambitious, calm and friendly