



SENIOR PROJECT MANAGER

Job Overview

This is a pivotal role in an existing team. You will help to plan, co-ordinate and deliver a calendar of live events for an automotive client across the UK. Experience in roadshow style and National events would be advantageous.

Reports to

Andrea Bishop, Director of Live & Virtual Event Operations

Key Responsibilities

Project management

- To manage the day to day workload of the team and your own project activities
- Provide first port of call on operational decisions from the wider team
- Mentor and develop more junior members of the team
- Resource all live projects both pre-event and onsite utilising internal resource where possible, and minimising external time costs
- Interpretation and delivery of the client's brief through compelling, creative and thorough proposals
- Liaison with clients on a project by project basis to implement their requirements with an ability to challenge and suggest alternatives as necessary
- Provide a first line level of account management day to day
- To work closely with the nominated team of core staff and freelance crew
- Communication with the Account Director – ensure cohesion with client objectives
- Ensure all project material is systematically logged, stored and maintained on behalf of the client
- Good clear communication with clients and other agencies– telephone, Teams calls, email, contact reports, production schedules and attending meetings. Clear actions and deadlines.
- Preparation and ongoing management of budgets, ensuring 100% accuracy and fluctuations are justified
- To monitor project costs against agreed plans and ensure project profitability
- Ensure that day to day project administration is being dealt with correctly
- Preparation of onsite schedules and critical paths



- To liaise with other departments (e.g. Technical, Warehouse Operations) within Strata ensuring that schedules and values are met
- Understanding of AV / technical solutions specifically in regard to EVs and charging solutions
- Liaising with suppliers – briefing, negotiating and ensuring deadlines and budgets are met
- Leadership of the onsite team ensuring the delivery of the event is seamless and exceeds the client's expectations
- To ensure that all stakeholders – clients, speakers, crew are well looked after on site and dealt with professionally
- Preparing and collating all Health & Safety and Crisis Management documentation to ensure proactive and thorough disaster recovery is in place for all events
- Ensuring Quality Management of the project from start to finish, to ISO9001 standards
- Record and communicate planning updates to the Account Director during the delivery phases of the project, including any project changes

Brief taking and pitching

- To work on proposals and pitches in conjunction with the Account team and specialist service departments within Strata
- Writing elements of the pitch and creating presentations
- Confidently participate in face to face pitches for new business should the need arise

Reconciliation and post event

- Ensure projects are reconciled and information is passed in a timely fashion to accounts, for billing
- Manage internal and external debriefs for the purposes of review and continual improvement
- Develop client relationships to encourage organic growth of accounts
- Knowledge sharing: encourage information and learnings are shared amongst the team from an operational, technical, content and venue perspective
- Manage the post event administrative process, including working with the Marketing function to create a case study

Creative

- Encourage broadminded thinking and open creative approaches
- Keep abreast of and research new approaches to present to clients and the wider Strata team



External

- To ensure an excellent level of customer service and to anticipate client requirements at meetings, on site and location
- Be the gatekeeper at all times for compliance, ensuring the high standards of the events are met but within the requisite guidelines
- To uphold good production values on-site and location
- To monitor the quality of all client deliverables
- Develop positive client relationships and be the main contact for all things operational
- To be a good ambassador for the Company
- To promote the sale of other Strata products e.g., Digital, Creative Services

The Person

- Creative, commercially minded and excited by the challenges of delivering quality event experiences
- Minimum 8 years event management experience
- Educated to degree level or equivalent

Key qualities and characteristics

- Lead by example, operating to an exceptional level of delivery and demand this from all members of the project team.
- Demonstrate the ability to manage multiple projects, clients and deadlines in a calm and composed manner.
- Demonstrate agility and flexibility
- Highly organised with an excellent eye for detail
- A confident communicator, both verbally and in writing
- An ability to build long term, mutually beneficial relationships
- Budget management and commercial acumen
- A strong client service ethic
- Resilience and stamina to sustain performance when under pressure to deliver to a deadline or in the face of demanding customer requirements
- An ability and willingness to travel. This new role requires extensive travel within the UK throughout the year and in all weathers!