

## JOB DESCRIPTION

<b>Position</b>	<b>Digital Project Manager</b>
<b>Band:</b>	<b>Band 5</b>
<b>Department:</b>	<b>Digital</b>
<b>Reports to:</b>	<b>Head of Digital Strategy</b>
<b>Hours:</b>	<b>35 hours per week (Full Time)</b>
<b>Location:</b>	<b>Tamworth (with occasional travel)</b>
<b>Salary Range:</b>	<b>£23,000 - £31,000</b>

### Overview:

The Institute of Leadership & Management is a professional membership body, here to inspire great leadership, everywhere. We're proud of our long-standing heritage, but our passion to innovate and challenge the norm steers us to the future. Our commitment to delivering leading insight and world-class service to our members drives us forward, but all this is only possible thanks to our people and team spirit.

To help accelerate our ambitions, we've embarked on an exciting growth phase - expanding our team and further extending our reach Internationally. Want in? Join us and be part of the journey!

### Job Purpose:

As our suite of member benefits and market-leading products for both individual professionals and organisations increases, we are expanding our digital team and have identified the opportunity to engage a Digital Project Manager who is keen to develop their career, to support our customer service teams and key stakeholders to deliver our new technical solutions.

As our Digital Project Manager you'll play a vital role in the delivery of our new technology by creating project documentation to support the delivery of projects aimed at driving customer satisfaction and quality levels from beginning to going live. You will develop your project management skills, delivering digital projects, resolving technical obstacles, including platform integrations and performance enhancements.

Want to extend your role beyond pure project management? Then this is the role for you! In addition to working to ensure that processes run smoothly, efficiently and on time, you'll be investigating system errors and technical issues and co-ordinating with relevant suppliers and teams to effect resolution. Working with a range of internal and external teams, including technical suppliers, you'll be responsible for introducing future-proofing processes and recommending improvements and fixes.

We're looking for a business savvy and highly organised individual with great communication skills, who has an inquisitive outlook and is willing to share new ideas and enjoy what they do! Our ideal candidate will thrive on seeing things through to completion and achieving solutions that our internal and external customers will value.

### **Role and Responsibilities:**

- Manage digital and technical projects of various sizes.
- Be an advocate for digital, technical/IT systems improvements and undertake digital and IT product testing.
- Ensuring that deliverables meet project scope and customer expectations.
- Update internal and external teams on project status and contribute to process improvement.
- Support key technical projects and work with internal / customer-facing teams in regard to open issues.
- Run regular meetings with internal stakeholders, suppliers, external technical and engineering teams, developers, designers and UX specialists, explaining requirements and answering questions, identifying errors, diagnosing issues, capturing requirements, identifying solutions and tracking freelance spend.
- Working with cross-functional teams and managing relationships with third-party contractors and suppliers to implement features, drive improvements and develop technical strategies to ensure milestones are met.
- Manage supplier and service provider contracts, adherence to SLA's and KPI's, ensuring budgets and timescales are tracked and met.
- Support internal teams to improve their quality and general practices/processes and generate 'user friendly' content for self-help guides.
- Produce relevant reports including; system usage, support demand/levels, issues log and other metrics (database size, time to resolve, etc).
- Support the development of the MyLeadership learning platform, analysing performance, troubleshooting technical problems, in conjunction with external technical teams.
- Support other new digital developments and products.

### **Key Skills and Experience:**

- Previous experience of delivering digital projects.
- Confident to deliver project management processes and manage teams of developers, testers, UX, content and creative.
- Familiarity with UI/UX principles and experience of working with CRM, CMS, digital learning platforms, digital web technology, mobile apps, progressive Web Apps (PWA) and Microsoft Dynamics desirable.
- Experience of conducting product testing, creating test scripts, functional specifications and evaluating and suggesting improvements and enhancements.
- Able to use MS Office, Google Apps, experience of e-commerce, online marketing and analytics.
- Assertive and confident communicator (verbal and written), including presenting and influencing to senior management level and external stakeholders.
- Customer and quality focussed, enjoys building strong relationships and interacts well with multiple stakeholders and audiences at all levels.
- An understanding of agile methodologies (desirable).
- Previous experience of running CRM queries, reports and dashboards would be advantageous.
- Able to produce documents to a high standard with meticulous attention to detail.
- Able to work autonomously, prioritise own workload and help others to prioritise theirs.
- Super organised, a problem solver with a passion to track details.
- Degree (or equivalent) in computer science or related technical/technology-related experience is desirable.

- Hold a full UK/EU Drivers Licence.