

## Projects Manager

### **Purpose of the role**

The primary purpose of the role is to:

- Develop and deliver operational projects to a variety of external clients, making sure they are delivered to time, within budget and to high standards of customer service.
- Assist Directors to manage projects and create new business opportunities either from within the existing client portfolio or by introducing new client relationships.

The post-holder will be assigned responsibility for specific accounts and will assume responsibility for ensuring implementation and day to day delivery against operational and contractual requirements. This will also include responsibility for planning, organising and managing projects, plus delivering the resources required for the duration of projects. Additionally there will be responsibility for reviewing and enhancing services/processes to meet specific needs of clients.

### **Key Accountabilities**

#### ***Management of Projects***

- Manage and deliver multiple small to mid-sized operational contracts simultaneously under supervision of the directors.
- Responsible for ensuring the contracts are delivered to the required high standards, within budget and on time.
- Responsible for ensuring that all project documentation and invoicing is complete and timely.
- Contribute to and develop high class project management approaches, documentation and methodologies, ensuring that there is a culture of continuous improvement.

#### ***Sales and Business Development***

- Responsible for maintaining and growing key accounts within the existing client portfolio.
- Develop and maintain a high level of understanding of the fundamentals of the client's business such that you are the main contract point of contact for key stakeholders and they seek out your advice and input.
- Develop new client relationships and create business opportunities.
- Assist to plan, organise and run events on behalf of clients and the company.
- Attend industry events where appropriate ensuring that the post-holder's and the company's visibility and reputation are enhanced.
- Contribute to internal and external company marketing and 'e' tools.
- Contribute to tender and proposal teams, working closely with the Directors to develop and create effective documentation that deliver successful bids.

#### ***Networking and Relationship Management***

- Maintain positive working relationships with all team members across the account at all times.
- Develop networks of key contacts both within clients and industry that enhance the post-holder's, and the company's, visibility and reputation.



**Management of People and Resources**

- Manage self and project team members who are contributing to the post-holder's contracts on a matrix basis, being key point of contact for the contracts and ensuring projects are running smoothly.
- Use, up-keep and develop company systems.
- Develop and maintain effective external relationships to support the delivery of the contract, e.g. appointment, performance management and payment of suppliers.

**Personal Attributes**

- Excellent level of critical reasoning and analysis that enables sound commercial business judgment through effective decision making - this is demonstrated through successful delivery of the above accountabilities.
- High levels of personal resilience to self manage the peaks and troughs of workloads and pressures.
- Ability to work flexibly, juggling simultaneous multiple demands of self and team whilst maintaining a positive and optimistic manner.
- Confident to lead by example, set and achieve own objectives and actively seek and give feedback.
- Confident to set and maintain standards of work and performance that that deliver effective and quality outputs and that were appropriate adhere to either internal or external processes and guidelines.
- Always look to develop and continuously improve working methodologies.
- Ability to develop strong networks and relationships and create a positive external reputation within the marketplace.
- Ability to work well and to contribute to a high performance culture within a small team environment.
- Ability to deliver against this demanding role and to meet the high expectations set.
- Good team player and asset to an office environment.

**Skills and Knowledge**

- Degree in Environmental Sciences or equivalent.
- Graduate/Affiliate of CIWM with evidence of intention to become chartered.
- Knowledge of the environmental communications industry, specifically waste and resources management, which is up to date and current.
- Excellent verbal and written communication skills with particular reference to presentations, document and report writing.
- Effective project management to include basic financial management skills combined with the ability to deliver against deadlines and targets.
- Knowledge and experience in working within outreach activities, behaviour change programmes, local government and/or planning processes.
- Strong organisational and time management skills with adept IT skills.
- Strong social and interpersonal skills.

