

## Job Profile

**Title:** Senior Project Manager

**Reporting to:** Operations Lead/ Senior Operations Lead

### MEET TOUCH

Ultimately, at Touch, we are all are moment makers...

Operating as a full-service creative events agency since 2010, we deliver unparalleled experiences for world-leading brands, corporations and life science companies from our offices in both the UK and US.

Our culture The Big Intimacy is what drives us as individuals.

**“The more we understand, the better we connect. The better we connect, the more powerful the relationship.”**

With a genuine passion for creating bespoke, innovative and impactful connections, paired with our expert understanding of complex industry governance, we bring events to life with unforgettable power.

And, it's The Touch Equation which powers us...

### **(WISDOM X IDEAS) + EXECUTION**

The alchemy of creating truly unforgettable experiences lies in the perfect blend of creativity and wisdom, ignited by flawless execution.

When we infuse our imaginative ideas with invaluable insights and push the boundaries of what's possible, the result is nothing short of magic.

So we dream big, push the limits and never settle for anything less than the extraordinary. Because when we bring together creativity, wisdom and execution in perfect harmony, the possibilities are endless.

#### **Job purpose:**

Responsible for the planning and execution of highly complex events from conception through to completion. Mentorship of multiple direct line reports and champion of Touch operational process.

#### **Key responsibilities and accountabilities:**

##### Client Management

- Support the account lead in the implementation of all client relationship strategies
- Develop existing and new relationships with key clients
- Support the account lead in the preparation of RFP and proposals as required
- Attend client pitch/ presentation as required
- Support the account lead at general client meetings, calls and reviews as required
- Lead project-specific client meetings and calls involving multiple agencies

##### Project Management

- Lead and direct highly complex projects ensuring the highest quality standards are upheld throughout the project life cycle, with minimal supervision
- Full comprehension of the scope and project objectives and establish clear roles and responsibilities for project team members
- Set, communicate and drive timelines and priorities within each project. Effectively preventing or managing any associated risks if client/ internal project teams are unable to keep to timelines
- Champion and adhere to Touch best practices and use of Touch project management tools



- Lead regular project status meetings throughout project life cycle and ensure clear and fluid lines of communication between client stakeholders and internal departments are deployed
- Build and maintain effective strategic supplier relationships, negotiating beneficial rates and terms, manage contracting and ongoing communications with all third-party suppliers, leveraging volume discounts, undertaking contract reviews and checking emergency procedures. Ensure all third-party suppliers understand the key event objectives and adhere to Touch or client prescribed service levels
- Maximise revenue opportunities on all projects (Touch amplified services)
- Workstream management – strong understanding and can speak confidently to all workstream products, services and responsibilities to effectively manage timelines for all workstreams internally as well as confidently manage client expectations/ deadlines
- Project resource management – dynamic management of project team capacity and ensuring sufficient levels of support are allocated to every job
- Lead onsite management of project (virtual or live) to include but not limited to
  - Conduct full staff briefing when arrive onsite (including walkthrough slides)
  - Conduct full client walkthrough
  - Schedule and conduct all hotel/ supplier precons (live only)
  - Daily staff and client briefing (confirming in writing to the team any changes to the schedule/ action plan for the day ahead)
  - Oversight of every workstream
  - Ability to firefight and problem solve when challenges arise
  - Ability to jump into all onsite roles at any time and deliver
  - Dynamic risk assessment and emergency planning
  - Hosting of client team where required
  - Full onsite debrief with all suppliers (preparing for reconciliation and client debrief)
- Conduct full debrief with internal team prior to client debrief and provide live examples of where improvements can be made
- Manage any post event reporting requirements within timeframe supplied
- Lead and execute client specific SLAs and process requirements
- Ensure compliance with all client privacy and security protocols
- Flexibility to work across multiple accounts

#### Budget Reconciliation & Finance Management

- Manage complex budgets which may pull together multiple workstreams and country billing
- Provide quotes for any additional/ out of scope items ensuring associated management fees are added
- Ensure client savings document/ negotiation trackers are completed
- Keep track of any financial changes, savings and enhancements throughout the project
- Provide regular budget revisions to client and ensure we have correct PO cover
- Manage payment schedule with project finance to ensure invoicing dates and payment terms are met
- Cashflow management
- Ensure currency exchange is managed in line with financial updates and checked regularly
- Margin analysis – maximising both gross margin and operating margin
- Ensure all team members are aware of hours allocated in budget and are tracking against their Clockify hours
- Analyse project team time recorded to the job to ensure detail and accuracy
- Suggest effective solutions to improve resource utilisation across the lifecycle of the project
- Ensure prompt final budget reconciliation (maximum 45 days or client specific)

#### Line Management

- Provide leadership, motivation, direction and support to your line reports and junior members of the team. This includes weekly f2f meetings and having a presence in the office
- Conduct and execute weekly 1-1 meetings with line reports
- Responsible for line reports personal development plans, providing measurable goals and objectives. This includes honest feedback and guidance on where improvements can be made
- Manage and oversee the team's adherence to PROJECT LAB 360



- Work with the governance team to regularly improve and update PROJECT LAB 360
- Helping to manage line reports capacity and suggest solutions for resource requirements to operations lead for approval
- Provisional approval for holidays and lieu days for all direct reports, seeking final approval via operations lead

#### General

- Input of timesheet activity daily
- Manage and submit personal expenses and credit card reconciliations within timeframes specified
- Ensure compliance with company privacy and security protocols
- Ensure compliance with GDPR (General Data Protection Regulations) 2018 Regulations
- Work collaboratively with board, peers and all teams to ensure effective delivery of all client projects, including travelling on site as required
- Attend company training days as and when required
- Attend company meetings as and when required
- Undertake any additional tasks as required to support the business

### The Big Intimacy

Every day at Touch, Be:



Enjoy what you do, never be afraid to positively challenge and go the extra mile to exceed client expectations, adding wherever possible a little touch of magenta magic!