



NB Communication

DIGITAL MARKETING AGENCY

JOB ROLE: PROJECT MANAGER

Key Deliverables

As a Project Manager at NB, you'll be part of our client-facing team delivering successful and high-quality digital marketing projects.

You will apply your range of digital project management skills in a challenging and varied environment, working with ambitious organisations in competitive markets across a range of industries.

You will manage a range of website design, website development and online marketing projects, interpreting key requirements from clients and working alongside our creative and technical teams to devise solutions that achieve wider objectives. Key activities will include strategy and planning, project management, analysis and reporting. You'll also contribute to internal process improvement and client communications management.

With a clear understanding of the digital marketing industry, you will strive for results whilst also maintaining and developing efficient processes that ensure profitability and quality results for our clients.

Key Responsibilities

- Manage multiple website and digital marketing projects simultaneously.
- Research and prepare planning and training documents for client projects.
- Provide clear briefs and guidance to designers and developers.
- Liaise with clients, colleagues and suppliers to manage expectations and ensure projects run successfully.
- Test and check work to ensure consistency of quality.
- Use content management systems to populate websites with content.
- Produce detailed performance reports for websites and digital marketing campaigns.
- Analyse project success, both in terms of profitability and client satisfaction.
- Ensure jobs remain on budget, client problems are solved, and deadlines are met.
- Monitor our support ticket system, responding to support requests and/or assigning to members of the team.
- Answering the phone and dealing with ad-hoc client queries.
- Contribute ideas and content for NB's own marketing activity.
- Contribute to service and internal process improvements.



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Candidate Profile

- Experience working in a marketing environment
- Self-directed approach to learning and commitment to keeping up-to-date with industry trends & technologies
- Experience of project management
- Strong written and verbal communication skills
- The ability to build and maintain good client relationships
- A commercial focus with the ability to monitor and maintain profitability on all jobs
- Ability to work well in a time-pressured, fast-paced environment
- Strong organisational skills with a high level of attention to detail
- Analytical skills to evaluate the effectiveness of digital marketing activity
- Inquisitive, with creative and solution-focussed thinking
- Interest in optimising user journeys and conversions
- Strong time management and planning skills
- Ability to communicate complex technical subjects in an easy-to-understand format
- Ability to follow processes accurately and consistently
- General knowledge of websites, domain names and analytics
- Basic knowledge of HTML, CSS, SEO, content management systems and other common digital platforms (desirable)