

Digital project manager (mid-weight)

About WPNC

We are a fast-paced but supportive agency, passionate about delivering compelling experiences for our clients and their users. While our heritage is in website design and development, unlike pure digital agencies we have the benefit of working on integrated campaigns across the wider agency too.

Our client mix is made up of approximately 75% charities and not-for profits, and 25% commercial clients. Some of our key clients include NSPCC, Mediciens Sans Frontieres, The Royal British Legion, Battersea Dogs and Cats Home, and Laithwaite's Wine. Our typical work type spans website design and build, online donation platforms, voice technology, and integrated campaigns where digital has a key role.

The role

We are looking for an experienced, proactive and personable digital project manager who can maintain the reputation of the agency by ensuring excellence in the work we deliver and in our clients' experience of working with us.

Reporting to the senior digital project manager, and working closely with UX specialists, designers, developers and account managers, you will be responsible for managing multiple, concurrent digital projects for existing and new clients at any one time.

Projects will frequently involve design and build on the Umbraco platform. A knowledge of this platform is therefore beneficial, but not essential, though you should have solid experience in delivering content-managed websites.

Your external focus will involve strong client-communication, stakeholder management, schedule management and project planning. Your internal focus will be on managing resources to fulfil on our promises, whilst ensuring projects come in on budget.



You will also produce quotes for clients, translate requests into actionable work for the team, and support team members in gathering required information. It is therefore important to be able to explain technical solutions to clients accurately, in simple terms; as well as communicate client needs to team members in actionable terms.

A key part of the role is to test and provide quality assurance (QA) on the digital experiences we develop. This will include:

- Writing test scripts
- Carrying out QA testing
- Triaging and managing client UAT
- Ensuring a smooth transition to support

You should have a friendly, professional, can-do demeanour; but at the same time, it is important you can be firm, pragmatic, and realistic in your dealings with clients.

Specific responsibilities of the role will include:

- Scheduling and management of project activities and resources
- Managing communication with clients, including requirements definition, quoting for work and invoicing
- Bi-directional translation of work requests between technical and non-technical individuals, both internally and externally
- Producing test scripts, testing and assuring quality of work produced
- Reporting to and working with the internal teams to ensure you can meet the above responsibilities and helping to improve relevant processes

In return, we offer a friendly and flexible work culture with a genuine passion for excellence in what we do, as well as a competitive salary, employer-contribution pension scheme (after 12 months), discounted private health care and generous holiday entitlement.

