



## SENIOR PROJECT/ACCOUNT MANAGER

### JOB DESCRIPTION

Full time (Monday-Friday)  
Old Street, London

Cityscape Digital are an architectural visualisation agency based in Old Street, looking for a new Senior Project Manager to join the Project Management team, reporting to the Head of Project Delivery. We are particularly interested in candidates that have experience working on within the planning and development sector, or from a creative agency background. The ideal candidate would be the internal driver of efficiency on projects, would work alongside the Head of Project Delivery to lead the team, and would have a passion for delivering high quality results on projects and account development. You would need to be incredibly organised and able to juggle more than one task at a time to maintain control.

The role also requires the ability to build and maintain strong relationships with high profile and demanding clients in the UK and internationally. The successful candidate will be able to sustain a high level of control over the negotiation of realistic deadlines and project value. This role involves day-to-day interaction with the production staff and creative teams working on their projects.

### ROLES AND RESPONSIBILITIES

Roles and responsibilities include but are not limited to...

#### PROJECT MANAGEMENT + ADMINISTRATION

- Taking overall ownership for the end to end project life cycle and strategy, from landing new business to managing the project programme and budget through to delivery
- Manage scheduling and resourcing for all your projects alongside the Resource Manager - working across a number at the same time
- Negotiating scope, budget and deadlines with client and consultant teams
- Ensure all projects are setup correctly following the company processes
- Organise and lead in regular client and team meetings, ensuring client needs are met and tasks delegated correctly
- Prepare detailed project briefs for the production staff working on your projects - including photography, planning + feasibility testing, visualisation, realtime/VR
- Work closely with Art Directors and project leads to facilitate creative process and output
- Mentoring junior Project Manager colleagues
- Covering for team members during annual leave and busy periods

#### FINANCIAL MANAGEMENT

- Track project financial performance and budgets throughout life span
- Prepare project figures monthly for accounts team to invoice clients
- Meet monthly targets for delivery of project figures and invoicing

## NEW BUSINESS + ACCOUNT MANAGEMENT

- Manage the day-to-day relationship with allocated clients in relation to client satisfaction, revenue, and growth Identifying and managing new and exciting opportunities when they arise
- Troubleshoot conflicts and work to resolve with senior clients and team members
- Show initiative in cultivating relationships with clients and consultants to expand new business enquiries
- Establishing account management best practices within the team and by working with peers
- Maximise, cross and upsell opportunities on existing accounts
- Responding effectively and efficiently to new business opportunities - including preparing quotes and proposals, as well as follow up negotiation and landing of opportunities
- Attend demos + pitches for new and existing clients Attend networking functions and client social events, with a view of developing contacts in line with Cityscape's sales and marketing strategies

## REQUIRED EXPERIENCE

- Experience within the planning or creative industries as a Project Manager
- Proven experience managing project budgets up to £300k
- Historical experience of complex account development and new business opportunities in a consultative manner

## ESSENTIAL SKILLS

- Account planning skills
- Strong negotiation and client engagement skills
- Strong verbal and written communication skills
- Excellent organisational skills Good knowledge of Microsoft Office and Google suites

## CITYSCAPE DIGITAL

Cityscape Digital is a leading visualisation studio located in the heart of Shoreditch, London's coolest neighbourhood. We produce some of the highest quality visuals, interactive, VR and film in the industry. We work with the world's top architects and property developers.

You have to be a bit pushy to work at Cityscape Digital. Like any leading creative industries company operating at the top of its game, the work is often fast-paced and challenging. When deadlines are tight and we ought to be turning out a competent job, instead we still pursue brilliant visual ideas and exquisite craftsmanship. This works best when the team are highly communicative and beat their own path to a beautiful finish. We're not crazy about headphones for this reason. Cityscape is an excellent environment for the proactive individual, we are famed for our family environment and high respect for artistry from any creative background.

## BENEFITS

- Happy hour from 5pm on a Friday
- Private health cover after 1 year of employment
- 20 days annual leave, increasing to 23 after 5 years service
- Pension scheme Fruit, snacks, tea and coffee provided
- Big summer and Christmas parties, as well as monthly group nights out
- Dinner provided when working late to meet deadlines
- Travel card loans after successful probation

## HOW TO APPLY

If you are interested please send a PDF CV and introductory email to [recruitment@cityscapedigital.co.uk](mailto:recruitment@cityscapedigital.co.uk) with the email subject **"Senior Project Manager 2019"**.