



Event Production & Design

Senior Project Manager / Account Manager

This hands-on role takes responsibility for the delivery and management of a wide range of high profile live events and the handling and development of key client relationships. This role will be based in our London Office / Warehouse in Bellingham (SE6 3BX)

The role involves:

- Hands-on Project Management of full-service productions and projects. Including the coordination, pre-production, systems design and delivery of a broad range of projects and market sectors.
- Efficiently respond to enquiries from the company's clients, providing creative and technical input and solutions, driving value for money and ensuring and monitoring profitable delivery.
- Maintain and develop relationships with existing customers. Identify and instigate new customer relationships and opportunities for the business.

Specific Roles and Responsibilities:

- Act as Project Manager in all areas of delivering a project; to include calculating technical specifications, equipment, crew schedules, power specification, transport requirements, etc. This project handling will be practically, administratively and commercially.
- Identify and locate potential projects and sales opportunities for the business, feeding information back to directors and developing leads under your own initiative. Actively coordinate sales intelligence information and input from broader team and discuss and implement.
- Handle enquiries for full-service production clients. Process client requests and issue quotations / proposals for services efficiently.
- Provide practical and commercial input into quotations, designs and proposals prepared by other team members.
- Keep the MD and company's systems up to date with all aspects of client contact, project progress and prospective commercial contact, both positive and negative.
- Monitor project progress and act as point of contact for client in the event of any changes or additional requests throughout the project.
- Attend production and site meetings as required.
- Undertake client visits and site visits, as directed and under own initiative
- Negotiate and secure orders for quoted services to drive maximum value for money for client, combined with profitable and efficient supply by the company.

- Prepare all paperwork and keep job files for each project updated and available for input from other team members.
- Managing any project changes and customer confirmations, collating and reporting all charges to be invoiced.
- Prepare project invoices and close job file upon completion of each project, including reconciliation of budgets and project gross profit calculations.
- Provide and coordinate out of hours support and advice to active projects and clients, across the teams managed.
- Oversee equipment and crew on-site and act as representative of the company, to the client and venue.
- Provide support to the Directors, in other aspects of the business's activity, as required, requested and directed.
- Keep all work related information confidential and acting in a professional manner at all times, in all work and industry-social situations.
- Identify any areas of our operation where you believe training and additional skills may be required or benefit yourself or the business.
- Provide feedback to Directors of any areas of improvement, development or growth of the business identified. Take a role within the team in problem solving and contribute to team & business improvement.
- Be aware of and complying with the company Health and Safety Policy.
- Ensure that the Company's policies, rules, procedures and obligations are observed in carrying out the above duties.

Representing the Company:

- Act as key senior point of contact to clients and venues, in project enquiry, pre production and on-site phases.
- Identify business opportunities with the aim of efficiently maximising the project revenue and resulting profit margins.
- Assist in marketing projects as requested. Attend trade shows and other industry events as necessary.
- Keep abreast of all business opportunities through consistent communication and visits with recognised influencers and decision makers.
- Actively host both potential and existing clients wherever appropriate.
- Keep abreast of any technical issues and new products that will enhance our rental inventory and services offer.

Skills Required:

- Good communications / interpersonal skills.
- Good management skills and ability to lead and coordinate a team.
- Commercially astute. Good understanding of profitability, margin protection, cost control and basic accounting practices.
- Ability to manage a situation and effectively deal with both junior and senior colleagues.
- Good working knowledge of full range of current lighting, audio, video & rigging equipment and practices.
- Strong IT knowledge preferably with a working knowledge of WYSIWYG & AutoCAD
- Eloquent. Able to write a proposal and express an idea or concept to a client or industry partner, either written or verbal.
- Numerate. Able to use spread sheets and IT to monitor budgets, profit margins etc.
- Attention to detail and accuracy
- Proactive, self-motivated individual capable of working on their own initiative in a constantly changing and pressurised environment and fast developing company.
- Full driving licence, own transport and passport required.
- Ability to travel within UK, Europe & internationally, often at short notice.

The above list of duties and responsibilities is not intended to be exhaustive. Employees are expected to adopt additional tasks when required. These tasks will be in keeping with the general profile of the role.

Signed by the Job Holder:

Name:

Date:

Signed by the Employer:

Name:

Date:
