

PROJECT MANAGER JOB DESCRIPTION & PERSON SPECIFICATION

NAME:**COMPANY:****BI WORLDWIDE****DIVISION:****Event Management****REPORTS TO:****Project Director****KEY PURPOSE OF ROLE:**

To deliver outstanding events on behalf of our clients, maintaining excellent client relationships; the agreed levels of profitability and quality project management throughout.

Principal Responsibilities:

To include, but not be limited to, the following:

- 1) Provide a single point of contact for the client, coordinating all suppliers and internal BI WORLDWIDE resources to present a cohesive solution; be fully conversant with BI WORLDWIDE's full service range to ensure no opportunities are missed.
- 2) Full project and file management through the life of the event, from contracting to reconciliation.
- 3) Full financial responsibility of own projects.
- 4) Management and communication of project timelines (including communication of any changes).
- 5) Management of all delegate communications, in liaison with eventrak team, including sign off of all mail-pieces.
- 6) Management of the on-site programme, including contracting, briefing and managing the on-site team and all 3rd party suppliers.
- 7) Ongoing analysis of supplier performance and working with Project Director and Operations Director to deal with any issues, ensuring that BI WORLDWIDE is always working with best suppliers at best prices.
- 8) Collaboration with CRM on each account strategy, ensuring you fully understand it and actively support it.
- 9) Maximize net and gross profitability at all times.
- 10) Be fully aware of the time estimated for work on the project and ensure that all team members work to achieve project delivery within time estimated, travel on-site as and when required.
- 11) Formally present, as and when required, at client / other meetings.
- 12) Actively participate in team, project and account meetings (including internal and external debriefs) ensuring you are always fully prepared in advance of meetings.
- 13) To understand and continually update your knowledge on BI WORLDWIDE's products, services and commercial strategy.

- 14) Represent BI WORLDWIDE externally on-site; at trade shows; at industry associations and through press comment where authorized.
- 15) Attend relevant supplier presentations to enhance your product knowledge.
- 16) Attend training courses as appropriate

As part of your responsibility you will be required to cover the Emergency Hotline, our 24-hour on-call service, on a rota basis. Personal commitments will be taken into consideration and slots re-allocated accordingly.

Resources Accountable For:

People

- Lateral project management responsibility for support departments in the delivery of client projects.
- Close working relationships are required with all members of the event team and with CRM (Retention and Growth) to maximise outstanding service to existing clients.

Financial

- Personal contribution to team and company targets.
- Manage client project budgets: monitoring cost and time expenditure; invoicing; identifying uplift opportunities; rebilling all costs profitably.

Principal Working Relationships (internal & external)

Customers

Role will include you being a key point of contact for all clients within your portfolio.

Internal Customers

Productive, inspiring and positive working relationships required with all associates, particularly in developing compelling client solutions and delivering excellence to clients.

PERSON SPECIFICATION

Essential Skills & Experience (key competencies)

Experience

- Significant client service experience in an agency environment or significant client-side experience in similar role
- Significant project management experience, including responsibility for meeting deadlines, reporting on progress, leading project teams
- Significant subject matter experience in your relevant subject, at a good level
- Previous financial responsibility, with evidence of managing costs or monitoring budgets

Skills

- Excellent interpersonal skills, able to build positive relationships at all levels and with all types of people
- Excellent communication skills – verbal, written, presentational – with clarity of expression
- Commercial outlook
- Passion for quality
- Credibility in front of clients
- Excellent time management skills
- Good IT literacy, including good knowledge of MS Word, PowerPoint, Excel and MS Access