

Digital Project Manager

Due to the rapid growth and expansion of our digital solutions we have an exciting opportunity for a Digital Project Manager. At this time the role would be home based but fully connected to the global business through the use of MS Teams.

We are looking for a candidate who has expertise in providing high quality project and administrative support to a busy multi-disciplinary professional team. You will play a key role in our digital team joining at a very exciting time for our organisation as we continue to develop and deliver our digital strategy.

Reporting to; Head of Digital Transformation (HDT) and Head of Digital Design and Development.

The role of our HDT is to take Impact's experiential face-to-face development solutions into the digital world, strengthening our blended programme work and building digital solutions that serve our clients' needs in these times of exponential change. The HDT is also responsible for our own digital transformation and how we become more agile in our ability to respond to our customers and create value for them.

The Head of Digital Design and Development works in close partnership with our HDT, delivering on our digital strategy, whilst also managing our in-house graphic design and software development agency, known as Zinco. Zinco are a growing team of talented designers and developers. Most of their work involves creating bespoke software solutions for Impact's specific operational needs and Impact's external client needs. However, Zinco also work with a number of high-profile local organisations and provide on-going support in terms of graphic, print and web-based design and development.

The role of Digital Project Manager would be split approx. 70:30 between supporting both the Impact digital Team (70%) and Zinco digital design agency (30%).

Key Requirements

- Highly skilled in using a range of software including MS Office and the full suite of apps (including SharePoint, MS forms, Sway, OneDrive, OneNote).
- High levels of personal organisation - there is a lot to juggle.
- Disciplined approach to getting work done – we need to get through lots of stuff quickly.
- Strong attention to detail - you will correct mistakes and champion quality consistently.
- Strong, proactive problem-solving skills – we need you to solve problems not just identify them.
- Open and proactive in learning new things – we are all learning all the time, learning is the work!
- Strong literacy and numeracy – you will need to write fluently and present data accurately.
- A team player – relationships are at the heart of how we work globally.
- Strong personal initiative – you'll need to be on the front foot helping us make everything work.



IMPACT

- A self-assured approach – you'll need a warm, calm, easy self-confidence to fit in well.

Key Objectives/Responsibilities

Impact Digital Team

Supporting Head of Digital Transformation in all day-to-day aspects of delivering on our digital strategy, namely:

Project Management

Project Management of key strategic projects, air™™ powered by Impact (Impact's experiential learning application) being the priority, supporting the successful implementation across our global business.

Client Service Team enabler (client facing and internal support role)

- Being an expert at all things air™.
- Providing technical support to our global clients implementing air™ for the first time, this will include having technical conversations with the client's IT team and ensuring all steps required to implement air™ and air™Teams in the client's systems is carried out within the required timescales.
- Providing ongoing technical air™ support and training to our internal Client Service Teams (CSTs) globally:
 - Overseeing any air™ brand tailoring and the creation of any programme materials with Zinco.
 - Ensuring all CST members are set up on air™ and have the right levels of access.
 - Offering technical support during the programme design process, advising the consultant on ways that air™ and air™Teams could be used to deliver the best learning experience for participants.
 - Have a thorough understanding of technical limitations of the air™ platform, observe how the app is being used to deliver learning content across all live solutions.
 - Experiment and develop new ways of delivering content via the air™app.
- Onboarding new Impact users to air™ and upskilling existing Impact users on all new feature developments.
- Evaluation support – working alongside Daniel Osborn to provide live dashboards using PowerBi software tool and working with the CST to help the client understand and respond to ongoing feedback on live solutions.
- Actively supporting ongoing design and development, encouraging global teams to get involved in live consultations, taking notes and feeding back into the digital and development team.
- Keeping a curious eye on external platforms and software in order to inform a critical opinion of how we design and develop features for air™ and future innovations.
- Sales support where required – including support for tools such as Sway.

air™ Help desk agent

- air™ help desk agent – providing technical support to participants on live Impact air™ solutions. Responding to tickets within the timescales of our Service Level Agreement and bringing in Zinco support when required.
- Spotting gaps in articles currently on the helpdesk and drafting new content in response to emerging needs.
- Proactively keeping a finger on the pulse of live air™ solutions and bringing attention to anything unusual or abnormal to the Zinco development team for further enquiry and action.

Knowledge Management

- Ongoing maintenance of the air™ help desk articles, ensuring these are always up to date in line with any new feature updates.
- Training and upskilling of any new help desk agents.
- Reporting back to CSTs any metrics from the help desk.
- Maintain and take ownership of a repository of internal training and external sales resources.
- Work closely with the Head of Knowledge Management to continually develop and improve the ways of sharing content designed for air™, both written and digital, so that this can be repurposed for multiple solutions. This would include the Screenplay, videos, podcasts, and any other digital resources delivered through the app.

Digital Team support

- Coordinating production of all team related documents, presentations including client facing materials and managing the digital aspect of Impact Knowledge.
- Tracking agreed actions and progress review across the team on all projects and holding us all to account!
- Taking all meeting notes, distribute and follow up actions, gather information to facilitate multiple projects.
- Act as liaison with other Impact teams and the wider global team, representing the digital strategy and the work of the digital team as appropriate.
- Undertake basic research activities in support of the digital team's agenda, producing simple reports as appropriate.
- Collate and present relevant data to support team activities and decisions.

Zinco

Supporting **Head of Digital Design and Development** in managing the studio which involves:

- Working closely with the Zinco Digital Design Team to provide feedback on the current use of air™, report any bugs.



Digital Project Manager

- Attend all air™ planning, design and review meetings and have input in the development of new features.
- In parallel with new feature developments to air™, develop, review and implement any additional processes required to administrate air™ quickly and efficiently.
- Handling in-coming Zinco work requests from internal and external clients, assessing capacity based on current workload and scheduling/prioritising tasks for the team of designers and developers. This will be facilitated by a cloud-based project management tool.
- Keeping track of resource consumption against scheduled work and flagging scope creep in a timely way.
- Gathering information as part of a project brief and distributing to agency staff so they can complete scheduled work in the most efficient way possible.

What we offer

- Salary is competitive and dependent on experience. We offer a profit share, bonus scheme and non-contributory pension scheme.
- Wellbeing – we provide a health care scheme to all employees.
- Inspiring and developing – we have a tailored induction process and lots of opportunities (internally as part of our Impact Learning Academy as well as externally) to learn, develop and progress your career.
- We provide opportunities to support our local communities around the world.
- Adventure, fun and fulfilling – we celebrate successes, no matter how great or small. Caring for each other, we provide a supportive team framework. We have been listed in the Great Place to Work employer for the last 14 years

We'd love to hear from you if you feel you can demonstrate the skills and experience, we require, and persuade us you can make an immediate and substantial contribution to the work of our fantastic team and to the future of Impact.