

Job Title: Digital Program Coordinator

Reporting to: Digital Program Manager

Location: Based at our Norwich Office

Salary Range: On Application

Job Description

Background: The role of the Digital Program Coordinator is a demanding and exciting role supporting the IT & Digital offering to our range of clients. As an integral part of the Digital, IT & Governance team, the Digital Program Coordinator works collaboratively with the immediate team and the wider business to help deliver and grow our digital offering.

Job Purpose: The Digital Program Coordinator takes an overview of the digital project's program, coordinating and tracking both the shared and exclusive resources and demands between the projects, enabling key project deliverables and milestones to be met while facilitating communication between internal stakeholders. The Digital Program Coordinator provides support to the Digital, IT & Governance team, maximising their ability to deliver projects effectively.

Main Duties:

- Support the Digital Solutions Team Manager, the Digital Program Manager, IT Infrastructure & Special Projects Manager and Digital Producer(s) by ensuring they have access to program and project information to assist with managing projects and resources.
- Support the Digital Producers, IT team and Web Developers with managing their projects by coordinating requirements, determining/setting timelines, and deadlines, organising meetings, and ensuring the program remains within scope and on track for delivery.
- Providing project coordination guidance relevant to the digital scope within projects to Project Leads and Client Handlers.
- Facilitating and supporting communication among a program's cross-functional team, ensuring all involved parties and departments are aware of project requirements and timelines.
- Ensuring briefs and timelines relevant to Digital, IT & Governance have been communicated with all Pb departments and that the appropriate processes are being adhered to.
- Be an early identifier of project risks and provide escalation points and routes where relevant, specifically relating to scope, timeline, and resources with the support of the Digital Program Manager.
- Producing, maintaining, and updating Digital Program and Web Developer reports to enable easy identification of each project's overview and status. Work closely with the Digital Program Manager to maintain Digital Program data, providing quarterly updates and forecasting to the Director of IT, Digital & Governance.
- Facilitating Digital Program meetings to get regular updates as to the status of each project and maintain documents to enable clear communication of each digital project's status to all involved parties.
- Organise and attend de-briefs to facilitate feedback for the team.
- Keeping track of important project dates, information, assets, milestones, domains, and key requirements through the project life cycle. Sending reminder emails to relevant parties (e.g., Producers) for 'kick off' & live dates, closure of projects and ensuring the Digital Producers are then archiving and deleting/decommissioning as appropriate.
- Join project calls – internal and external, as required.

- Understand Digital project pricing schemes and assist with project quoting when required.
- Raise POs for suppliers as and when required.
- Working with Digital Program Manager and Digital Solutions Team Manager on processes, documentation, and implementation for Digital solutions across the business.
- Be aware of MSA and other Governance requirements pertinent to Digital & IT projects and proactively ensure projects' adherence to these standards.

All Production Bureau Limited employees are responsible for:

- Working to the policies of Production Bureau Limited
- Promotion of equal opportunities and respecting diversity within all aspects of their work
- Complying with all Health and Safety regulations and promoting a safe working environment
- Carrying out additional duties which may be allocated from time to time by the Board of Directors.

Requirements

Essential Criteria = (E) Desirable Criteria = (D)

Qualifications/Skills:

Attention to detail (E)

An ability to manage and organise time/projects effectively and efficiently (E)

Excellent interpersonal and communication skills, including the ability to translate technical information into plain English for clients (E)

Good problem-solving skills (E)

A multi-tasker who can prioritise and manage their own workload (E)

Professional or degree-level qualification in a relevant discipline (D)

Experience:

Experience handling multiple projects across different platforms for a broad client base (E)

Experience of the digital production process, demands and challenges (D)

Experience in managing the program lifecycle from inception to end (D)

Experience communicating with clients on projects (E)

Experience of working in a pressured environment and to deadlines (E)

Experience in working with and understanding budgets (D)

Experience in the events industry (D)

Attributes:

A willingness to shape the role and bring their own ideas to enhance Pbs offering and program delivery (E)

A positive and flexible approach to work, with an ability to react to change as it happens (E)

A solutions-orientated and organised individual with plenty of initiative (E)

A self-motivated, driven, enthusiastic individual with a good sense of humour (E)

A naturally collaborative team player who can share ideas and promote best practice (E)

A professional appearance and presentation when client-facing (E)

Full Driving Licence (D)