

# Job Description

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**Job Title:** Project Manager

**Reporting to:** Director/Associate Director

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## Purpose of Role

To project manage events which meet and exceed our client's expectations, ensuring maximum profit and a safe working environment.

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## Person Profile

This role would suit a person who is confident, professional and who enjoys working in a fast paced environment. The person will have a natural ability to be flexible, adaptable and prioritise tasks. The ideal person will be highly motivated, be able to work independently; with a positive and resilient approach to work. The person will have an innovative and creative approach to project management.

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## Key Responsibilities

- To project manage significant projects and events, to budget and plan events and ensure Metro profits from all activities. Delivering the highest level quality of quotations, documentation and Events to all Metro clients.
- Communicate effectively to the team, ensuring adequate and sufficient pre-production meetings are held.
- Ensure Metro Health and Safety procedures are followed; by developing safety plans, risk assessments, hazard identification and control strategies, by monitoring safety practices in the office, warehouse and on-site, and utilising safety equipment and PPE.
- Project Managers must demonstrate leadership and people management skills by effectively managing teams of Metro employees and freelancers. Where practical use Metro technicians before bringing in Freelance technicians.
- Keep up-to-date with industry developments and latest technology. To bring new ideas and energy to the role; this will support and contribute to the success of the business.
- To issue our Client Questionnaire after each and every project; communicating and dealing with the feedback.
- To answer overflow phone calls in the office.
- To remain up to date technically with the latest techniques and equipment available.

- To own client relationships of allocated customers and ensure that regular contact is maintained.
- To develop clients in terms of future growth potential and develop new clients (where appropriate).
- To communicate effectively to our clients on time and within budget.
- Recommend the most appropriate method of executing clients brief.
- Everyone in Metro has the potential to introduce new clients or to increase the amount of business coming from existing clients. Specific opportunities to do so exist in your role.

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## Client Management

Metro is committed to high standards of customer care. You have a responsibility to promote excellent client relations. Specifically:

- By ensuring that customers and potential customers are treated courteously, efficiently and promptly.
- By ensuring that you set reasonable expectations when dealing with customers and potential customers and by encouraging your colleagues to make sure that those expectations are met or surpassed.
- By encouraging colleagues throughout the company to behave in a manner that demonstrates commitment to customer care.

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## Values

Metro employees share a set of core values:

- To provide an **Excellent Service** to our clients
- For every Metro person to **take responsibility** for their actions
- **Honesty & Fairness:** To be honest and fair with our clients, suppliers and colleagues
- To take responsibility for acting in a way that **protects the environment** for the future

Everyone who is employed by Metro has a responsibility to act as an ambassador for the company. You will need to educate yourself about the activities of the company so that you can present it effectively to people outside the company. You must always present the company in a positive light when talking to clients, suppliers or anyone else outside the company.

Metro is committed to a process of continuous improvement in our working methods. We all have a duty to challenge accepted ways of doing things, to look for better ways and to work constructively with colleagues throughout the company to identify and implement best practices.

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## Essential:

- 4+ years experience working with Audio Visual equipment and set design
- Excellent written English and communication skills, including preparing engaging and creative quotations.
- Sound knowledge of Microsoft Office including Word, Excel, PPP, & Outlook
- Sound planning and organisational skills
- Excellent attention to detail
- Creative thinker and solutions driven
- Strong commitment to Health and safety
- Proven track record of business development

**Desirable:**

- Educated to degree level, ideally in Event Management or a Business Discipline or relevant career experience
  - Health and Safety / First Aid Qualifications
  - Driving license
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**Required Competencies**

- ✓ Planning and Organisation
  - ✓ Problem Solving
  - ✓ Decision Making
  - ✓ Creativity and Innovation
  - ✓ Communication
  - ✓ Working Collaboratively
  - ✓ Behaviour and Attitude
  - ✓ Trust and Confidence
  - ✓ Self-Development and Wellbeing
  - ✓ Time Management
  - ✓ Health and Safety
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As with any job we expect the role to evolve over time; depending on the skills and knowledge of the person completing the role. This will be reviewed after 2 months, 6 months and 1 year; at each review the job description may be amended as necessary.