

Traffic/Projects Manager at Eden Stanley

Our clients are changing the world. With you here, we'll help them do it.

This is a fantastic opportunity for an experienced traffic or projects manager to further their career, broadening their remit into client engagement and business development.

We're a leading boutique agency making a big impact on social causes, delivered by our interdisciplinary team of consultants, researchers and creatives.

The Traffic Manager is a pivotal role that ensures we're managing internal and external resources effectively, so we deliver projects on time, efficiently and to the high standards our clients expect. We're looking for someone to manage the flow of project work across the agency, liaising with clients, consultants, staff and suppliers on all aspects of scheduling and resourcing.

You'll have regular contact with our current clients and support us in finding and on-boarding new ones. We're a friendly and close-knit core team, with a network of associates you'll get to know well. You'll also line manage our project co-ordinator.

We are busy and growing, so the right person will be experienced in flexing resources across multiple projects in a fast-paced agency environment. We're looking for a confident communicator and proven influencer, who can take responsibility for timely delivery across our project portfolio, troubleshoot whenever possible, and exercise sound judgement.

Is this you? If so, see more details below/attached. We look forward to your application.

Role summary

Title	Traffic Manager
Terms	Full time, permanent. We work a 4.5-day week (33.75 hours per week). Normally your working week will finish at lunchtime on Friday
Remuneration	From £45,000 pa. plus annual bonus scheme
Holidays	30 days pa inc. bank and public holidays
Location	Minimum three days per week at Eden Stanley's office in Shoreditch, London, plus two weeks per year 'working away from home' allowance.
Managing	Production Coordinator
Reporting to	Head of Creative

Eden Stanley

Eden Stanley is an insight, strategy and creative agency for the non-profit sector. We help charities and international NGOs win campaigns, raise funds and change minds. Among our clients are some of the world's best-loved, and most effective, non-profit brands.

Past and current projects include **Amnesty International's** communications and political strategies, **Drinkaware's** brand strategy, **Plan International's** global campaign on girls' rights, communication strategies for the UK's consortium of **refugee charities**, a campaign for **women's reproductive rights** for the leading American NGO in its field, and major audience research projects for **Shelter**, the **British Heart Foundation**, **Mind**, and others.

Our projects

Our projects take the form of audience research and insight, multi-year strategy development, and creative brand and product development. Often they'll combine all of these elements in large, multi-stage projects.

Our Trackers

We also run market-leading brand and attitude trackers, used by our clients to monitor impact, and by us as a basis for market analysis. We are lead provider of tracking and audience insight for international NGOs (e.g. Oxfam and Save the Children), health and disability charities (e.g. Alzheimer's Society and Versus Arthritis) and various other categories (advice, homelessness, youth, animal welfare and so on).

You'll be part of

- A friendly, switched-on team
- Exciting new projects coming through the door regularly
- A rapidly growing business
- Important projects that really make a difference in the world.

Key accountabilities

The Traffic Manager acts as a central co-ordinating point for all Eden Stanley's projects, with regular contact with team members, associates, clients and suppliers. The accountabilities here represent those of the function you manage, some of which can be delegated to the Project Co-ordinator under your supervision.

Traffic and project management

Responsible for resourcing and scheduling across our project portfolio, in close liaison with project leads, consultants and suppliers.

Development of detailed schedules for projects and booking-in of internal and external resources (consultants, researchers, analysts and others).

Decision maker on day-to-day project issues relating to resources, suppliers, and scheduling.

Working with senior managers to monitor overall traffic, prioritising work within the agency, escalating decisions or bringing in additional resource if necessary.

Communicate traffic and project priorities to the team, flagging and helping resolve issues.

Oversee workflows by scheduling work, resolving clashes, and running project planning and resourcing meetings.

Organising projects and traffic in ways that uphold and support our collaborative and creative internal culture.

Continuously improve our traffic management processes and implement appropriate software tool.

Account management

Managing day-to-day contact with clients and suppliers, ensuring good relationships, and escalating issues when needed to project leads.

Keeping clients up to date on the status of their projects, and ensuring milestone meetings and presentations are booked into diaries.

Budget tracking

Monitoring costs against budgets, ensuring variances are agreed and recorded, project milestones are signed off, and invoices are triggered.

Facilities management

Act as first point of contact with the building manager of our Shoreditch office.

Ensuring office supplies are kept up to date (though note we have very low general office management needs).

New business development

Managing the new business pipeline – ensuring a rapid and professional response to inbound leads, chairing a weekly new business pipeline meeting and helping on-board new clients.

Line management

Line manage the Project Co-ordinator.

Team working

Contribute to all areas of the business as relevant, including strategy and creative projects. Everyone is welcome to participate in work at all levels.

Other duties as reasonably required.

Person specification

Essential

1. Significant experience of working in a busy project-based agency environment in a co-ordinating role, for example, as a traffic manager, studio manager, or project manager
2. Demonstrated understanding of the principles of effective project or workflow management, and how these can be implemented in an agency environment
3. Excellent judgement and analytical skills and demonstrated ability to present and influence credibly, including with senior colleagues and clients
4. Confident communicator, in person / video, on the phone and in writing
5. A problem-solving mindset and ability to handle multiple moving parts of a project with a cool head
6. Organised and detail oriented
7. Demonstrated ability to judge when to resolve issues independently and when to escalate
8. Experience of using project /resource management software to manage multiple projects simultaneously (we currently use Asana)
9. Excellent organisational skills and attention to detail
10. Commitment to progressive values and to social justice

Desirable

10. Experience of line management
11. Experience of working in a research, strategy and/or creative agency, or an understanding of the different roles and skillsets within such an agency
12. Non-profit sector experience.