

ctconsults.

Job Description

Project Manager

Closing date: Friday 25th February 2022, 12noon

Job Description: Project Manager

Manchester based (blended home and office working)
Full Time

Introduction

CTConsults is an industry-leading agency, bringing innovation thinking to the worlds of destination marketing and cultural tourism. We drive digital transformation in the cultural and tourism sectors by bringing together the capabilities needed to help organisations, partnerships and destinations be more visible, grow and thrive. We help clients harness the power of data and capitalise on technology to support their business objectives, create high performing customer journeys and experiences, and develop digital skills and digitally-minded behaviours and practices.

With a number of significant project wins in 2021, such as supporting partners in the West Midlands as they gear up for the Birmingham 2022 Commonwealth Games and supporting Failte Ireland, the national tourism authority in its plans to align pandemic recovery with digital transformation, we are realising our ambition to build a unique team with a focus on cultural-tourism digital transformation. In recent months we have recruited successfully to several new roles - and continued growth has created a need for an additional Project Manager to provide a strong and reliable overview and day to day support - as the business continues to grow at pace. Find out more about our work [here](#).

If you are interested in digital, digital transformation and applying it to the worlds of culture, destination-marketing, travel and tourism, we believe we can offer really exciting new opportunities, where you will be stretched, stimulated and rewarded, knowing that you are making a real difference to post-pandemic sector recovery, innovation and sustainability of a key industry.

Key Purpose and Role

As Project Manager, you are the cog that keeps the team running smoothly, central to project delivery and management processes. We will look to you as the go-to-person for all aspects of day to day project delivery. You will be highly organised, responsive and task focused - and comfortable asking for the right inputs from the right people at the right time whoever they are - co-worker, supplier, client.

Our projects vary tremendously, so it isn't possible to be definitive about what you will be working on, but project coordination skills and experience are the critical factors including project planning, escalating issues, removing roadblocks, getting tasks signed off to time and budget.

Example current projects include:

- A strategic development programme with a European national tourism organisation. This project aims to take some 2,500 tourism service providers (e.g.: attractions, tours & activities, accommodation) on a

digital transformation journey towards improved online bookability, omni-channel distribution and digital marketing and analytics capabilities.

- A major international sporting event where we are working with the host UK region to put in place digital infrastructure and practices that will overhaul the way in which they and their cultural partners market themselves as a leisure tourism destination.
- Ongoing projects in Greater Manchester, Leeds, Wakefield, amongst others, that are aimed at improving access by visitors and communities to information about local attractions, events and businesses - by developing visitor information platforms, implementing centrally-managed listings and sharing information via API with websites and other applications.

As part of your Project Manager role you will:

- Schedule projects into project management systems.
- Manage all the day to day details, identify, accrue and manage resources - escalating issues and solving problems along the way.
- Proactively 'move things along' - chasing suppliers and clients to drive a project successfully through to completion (and beyond).
- Coordinate project events and meetings, book facilities, manage arrangements
- Undertake appropriate delivery tasks yourself as well as know when to bring the right people together to progress ideas and make decisions.
- Keep projects to time, and well communicated with clients.

Person Specification

- What really counts is that you love managing projects and have a demonstrable track record of success working on complex multi-partner projects, ideally over £250k.
- You will have successfully performed a Project Management/Coordination role before, ideally for digital projects.
- Hands on experience of digital projects/programmes and systems will help, as it is essential that you are tech savvy and digitally competent.
- Most importantly, you will be someone who will take full ownership of a project, who can take a 'brief' and keep on top of it - you won't mind chasing things or people down and solving problems whilst maintaining good working relationships with clients, suppliers and co-workers.
- You will be a completer-finisher - caring as much about the wrap-up and resolution of a project as the set-up.
- You will be a team player, and get satisfaction from getting things done/ being efficient whilst maintaining attention to detail and quality.
- You will be 'client-focussed', a great communicator who is reassuring and proactive, and who can guide clients through complex technical projects that they are unfamiliar with.
- We imagine you will be educated to degree level, although this is not essential as your experience will count more. You will likely have undertaken relevant courses and systems training however through your work.

Working life at CTConsults

We are a small team of big thinkers - as colleagues, we work collaboratively on a wide range of projects and offer plenty of scope for people keen to get stuck in and get on. Our portfolio of work covers cultural & tourism strategies, place branding and placemaking, and digital transformation - all with strategic and implementation focus.

In addition to our strategic work we run the award-winning website www.creativetourist.com and we have developed a data platform to support partnership working in aspiring cultural destinations - www.culturehosts.co.uk.

We have built a reputation for championing and developing models and programmes to help build digital capacity and capability in our sectors, and now is a great time to join us as we apply some of this thinking with our clients. www.ctconsults.com

Details and How to Apply

Holidays: 23 days (plus bank holidays), increasing with service.

Hours of work: Typically Monday to Friday, 9am to 5pm based in our office in Manchester, with some scope for hybrid home-working.

Contract type: Permanent.

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