

<b>Position Title</b>	Digital Project Manager	<b>Date</b>	April 2024
<b>Reporting to</b>	Business Director	<b>Department</b>	Account Management

Working Relations	
<b>Direct Reports</b>	NIL
<b>Key Internal Contacts</b>	Project Lead, CRM/Lifecycle Marketing Lead, Accounts Teams, Website Team, CRM Team.
<b>External Contacts</b>	Clients, Agency Village

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### About Innocean

Innocean are the biggest agency you've never heard of. With 31 offices and more than 3000 employees in 21 countries. We're the fastest growing agency network in the world.

Opening doors in Australia in 2008 with two foundation clients: Hyundai and Kia. Since 2020 the Sydney business has been on a mission to diversify our roster which now includes FMCG, NGO, Medical, Tourism and Technology brands, not to mention our own Gender Equality not for profit division called Fck the Cupcakes.

We're a proud and ambitious group of over 50 creatives, strategists, account people, technologists, analysts, and producers who work together in a flat and collaborative environment. Building creative solutions across all touchpoints on a consumer's journey with a brand.

We're proudly Korean, uniquely Australian; striving to create a culture that embraces a Korean concept called 'Jeong'. An ineffable but mutually warm feeling of attachment between people who share a relationship and common purpose.

This feeling of connection underpins everything we do. It's how we create bonds between brands and consumers, and between us and our clients. Think of us as an extension of the marketing team. One with strategic, creative and CX capabilities to deliver work that connects across multiple platforms, driving acquisition and retention.

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## About the Role

In this Project Manager role, you'll be the orchestrator of seamless connections between our clients and our dynamic team. You won't just attend client meetings and create timelines; you'll be the engine behind the process, ensuring that the final outputs are nothing short of exceptional and a beat isn't missed. You'll be the one who keeps the pulse of projects, and proactively handles any challenges that come your way.

To thrive in our growing team, we're looking for someone passionate about project management and has experience working in digital disciplines and channels such as websites.

Key Result Areas	Duties
<b>Brand &amp; Category Knowledge</b>	<ul style="list-style-type: none"><li>• Develop a solid understanding of the client's brand in relation to project management outputs.</li><li>• Develop an understanding of the client's Marketing and Digital team processes and how they operate.</li></ul>
<b>Client Relationship Management</b>	<ul style="list-style-type: none"><li>• Manage the relationship between the client and Innocean, maintaining regular contact to ensure communication flows effectively amongst internal and external parties, including agency village partners.</li><li>• Liaise with clients to discuss briefs and identify requirements.</li><li>• Troubleshoot and problem-solve, working to resolve issues with the PM lead and agency village teams when necessary.</li><li>• Proactively think about potential issues before they arise and have mitigation plans in place.</li></ul>
<b>Project Management</b>	<ul style="list-style-type: none"><li>• Internal Briefings: briefing and working with the website team on projects that meet the client's brief and budget.</li><li>• Project Planning: creating timelines independently and in collaboration with wider account team counterparts and website PM lead.</li><li>• Ensure adequate resources are allocated for projects by liaising with the traffic manager and PM Lead</li><li>• Filter and articulate the client's feedback clearly back to the copywriters and designers.</li><li>• Ensure high-quality standards are met across all agency outputs including presentations and assets.</li><li>• Manage internal stakeholders to ensure timings are met.</li></ul>

	<ul style="list-style-type: none"> <li>• Ensure the financial tracker is up to date, including initial budget creation, estimate approvals, PO development, and invoicing.</li> <li>• Ensure JCRS on allocated accounts/projects are managed effectively each month.</li> <li>• Work with producers to continually monitor financial progress on each job to ensure suppliers remain in budget and flag to client if budget is at risk.</li> <li>• Ensure client contact reports are written after every meeting and circulation to attendees.</li> <li>• Manage live execution of projects including monitoring progress, pre-empting, and resolving any issues.</li> <li>• Ensure agency processes are championed and proactively think about how ways of working can be optimised.</li> <li>• Owner of 'Hyundai Hub' for Innocean—ensuring new starters are onboarded, keeping hub up to date, helping/guiding clients where needed.</li> <li>• Accurately complete administration tasks when required including opening jobs and providing estimates.</li> </ul>
<b>Stakeholder Relationship Management</b>	<ul style="list-style-type: none"> <li>• Nurtures relationships and deepens trust of internal and external agency stakeholders.</li> <li>• Effectively communicates to manage up where required.</li> <li>• Assists the Account Director in overseeing JCR's and provides information required for financial reporting.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Stay up to date on industry trends and advancements.</li> <li>• Actively participate in team meetings and share ideas and feedback.</li> </ul>
<b>WHS (Work, Health &amp; Safety)</b>	<ul style="list-style-type: none"> <li>• It's on you to ensure your work environment is safe, whether you're WFH or in the office.</li> <li>• Follow and ensure your team follows company policies and procedures.</li> </ul>

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## About You

Personal Specifications	
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• A strong portfolio that demonstrates your ability to manage clients.</li><li>• Project Management certification preferred.</li><li>• Experience using Workbook is a bonus but not required.</li></ul>
<b>Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"><li>• 2-3 years of industry experience.</li><li>• Previous experience in managing digital projects, and channels including websites.</li><li>• Literacy across shared project management and financial systems.</li><li>• Exceptional time management skills with demonstrated experience meeting competing deadlines across platforms without compromising on work quality.</li><li>• Brilliant basics including attention to detail.</li><li>• Solution-driven, even against challenging projects and situations.</li><li>• Excellent written and verbal communication skills and the ability to work well with a variety of personalities and work styles.</li><li>• Skilled with software such as Google Docs, Microsoft Excel, MS Teams, SharePoint, Jira.</li><li>• Flexible approach to work, demonstrating resilience and ability to rapidly adapt to change.</li></ul>
<b>Values</b>	<ul style="list-style-type: none"><li>• Proactivity. Humility. Agility. Daring. Don't worry, we dive into these in your welcome pack.</li></ul>
<b>Development</b>	<ul style="list-style-type: none"><li>• Regular appraisals and 360 feedback is important.</li><li>• So too is being able to check in with your client Partner or management whenever. Their doors are always open, Zoom links always ready.</li></ul>

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## The Perks

There are a whole range of reasons you would consider working for us, check out the list below:

- Competitive salary
- Regular appraisals and 360 feedback
- Client sponsored benefits
- Floating leave
- Individual Professional development
- Hybrid working
- Progressive parental leave policies
- Pet friendly environment