



## JOB DESCRIPTION

<b>Job Title:</b>	Project Manager
<b>Managed By:</b>	Head of Development
<b>Responsible For:</b>	Managing client projects
<b>Hours:</b>	0.8 FTE (flexible hours)
<b>Salary Range:</b>	£25,000-£30,000 FTE <i>(depending on experience)</i>

### **About us:**

Happy City is working to change the compass from pointing towards consumption and growth toward wellbeing for people, place and planet. We bring this vision to life through extensively-researched and evidence-based strategic consulting, measurement tools and training. We work with teams, management and leadership in organisations and local authorities to provide practical pathways to measure, understand and improve wellbeing.

### **Job Summary:**

This is a new role at Happy City, aimed at helping us to grow our impact by streamlining delivery of our work, building relationships and helping to provide excellent service to our clients and partners. It involves managing the day-to-day project lifecycle, developing and coordinating timelines and project plans, coordinating the delivery team and providing key client support.

This role will work across Happy City project types, coordinating different team inputs such as measurement and data analysis, training, communications and strategic consultancy. We work with a range of different audiences, including local authorities and policy makers, charities and community groups and the private sector.

## Key Responsibilities

- Provide excellent account and project management, including internal project planning and, along with the wider delivery team, helping to develop and maintain long-term client relationships
- Operate as a day-to-day administrative point of contact for assigned clients and partners, assisting project team in delivery and ensuring client satisfaction
- Managing project timeline and deliverables, project budgets and contracts, tracking payments, developing and using effective contact/account management systems and other project-related admin
- Forecast and track client account metrics to ensure project goals are met
- Gather client feedback and develop case studies for learning and marketing purposes
- Support new proposals and business development activities
- Work with Comms Manager to ensure all HC and client/partner successes are celebrated and promoted
- Possibly manage interns and volunteers where required
- Represent Happy City as appropriate in working groups, workshops and/or meetings/other events as directed
- Liaise with Happy City Associates, and potentially identify new Associates where new skillsets are needed
- Undertake other duties that may from time to time be necessary, that are compatible with the nature and grade of this post

## PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> <li>• Degree or equivalent</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Demonstrated ability to effectively manage projects</li> <li>• Building/maintaining customer/external relationships</li> <li>• Managing project budgets</li> </ul> <p>Experience in at least two of the following trading environments: commercial, public sector, third sector</p>	<ul style="list-style-type: none"> <li>• Influencing and negotiating</li> <li>• Client account management</li> </ul>

<p>Skills and Knowledge</p>	<ul style="list-style-type: none"> <li>• Ability to think creatively and proactively to meet client needs</li> <li>• Excellent communication and customer relationship skills, written and verbal</li> <li>• Excellent project management skills</li> <li>• Presentation skills</li> <li>• Excellent organisation skills with the ability to manage and take responsibility for own workload, handle multiple priorities and to work independently</li> <li>• Time management</li> </ul>	<ul style="list-style-type: none"> <li>• GSuite products</li> <li>• Wellbeing</li> <li>• New economics</li> <li>• Training</li> </ul>
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**Attitudes/Personal Characteristics**

- Commitment to and enthusiasm for Happy City and its goals
- High standards of professionalism
- Ability to think creatively, be proactive and solutions focused
- Willingness to speak their mind
- Nolan’s seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership
- Constructive & positive openness
- Willingness to devote necessary time & effort, flexibility around work schedules
- Ability to work effectively as a member of a team with a team building mindset
- Good, independent judgement
- Curiosity
- Commitment to diversity, equality of opportunity and inclusion