

ECHO HOUSE SENIOR CREATIVE PROJECT MANAGER

Reporting to: The Directors / Project Team

SCOPE OF THE ROLE:

Collaborative. Positive. Respectful. Organised. Exceptional People Skills.

Echo House is a unique business. Our dynamic, innovative and dogged approach to creative production in luxury retail and museums ensures we continue to dominate the retail display market.

Our creative studio, project team, graphics and fabrication factory are all based under one roof at Echo House, Surbiton allowing us to manage direct control ensuring quality and efficiency is consistently delivered to our clients.

Our hands-on approach with all aspects of a job, from the conceptual and creative design, through to production and installations is key to a project's success, all the while often being the main point of contact with our clients. This unique approach, blending project management, client service and creativity, stands the Echo Project Managers apart as a dynamic and exciting team. They are all essential to our client relationships and success at offering a positive and thorough customer service.

As a Senior Creative Project Manager, you will be receiving briefs directly from clients and account directors, and will be responsible for defining requirements, aligning expectations and determining exactly what is required in every detail.

The variety of briefs is unusual, and can include anything from a single graphic, to a full nationwide bespoke build roll out – all to be produced to the highest of standards and often within the tightest of timings. Working with clients ranging from world-renowned museums to world-leading luxury brands the project management needs to be diligent, consistent, and simply second to none.

Echo is a high paced, and often highly pressured production house. Positivity is key in everything we do. Whether you're collaborating with colleagues, communicating with clients or focusing on the task at hand, our approach is to always remain constructive. Respecting each other's contribution is essential as we believe every individual has something to offer, and the key to be successful at Echo is an ability and willingness to collaborate.

MAIN DUTIES AND RESPONSIBILITIES:**UNIVERSAL**

- Operating with integrity – performing whole and complete work for and with all Echo colleagues, clients and suppliers alike.

CREATIVE

- Direct and guide conceptual design and development. This can literally cover the design and production of anything that would feature within a retail environment – keeping a close eye on budgets and timings, ensuring the creative direction stays true to the client brief, brand values and crucially all the while not stifling but promoting creativity.
- To lead and take part in creative brainstorming meetings within the creative and technical design teams and external agencies on major works throughout the creative process.

CLIENT AND PROJECT MANAGEMENT

- To act as the link between the Company and our clients. Maintaining relationships and meeting clients for new project briefs and to develop opportunities wherever possible.
- Take responsibility for one or more key clients, covering all of their works. This may require additional internal support which would in turn require management.
- Proactively drive work briefs from clients.

- Manage expectations of clients, maintaining CPAs and managing workloads to ensure priorities are kept on top of, and deadlines are met.
- Quoting projects, with support from account directors, and maintain budgets during project development.
- Interpreting briefs into works orders to be quoted on our internal MIS system – requiring a degree of data entry and administration.
- Co-ordination of spreadsheets for campaign roll outs, including managing data breakdowns for each team and analysing data for client quoting and alignment as well as appropriate departmental briefing.
- Preparing installation briefs for bespoke jobs.
- Ultimately, Echo aims to be the creative production extension of any brand. We look to know as much about the brand as our clients do so we can best support them and drive current and new business highly effectively.
- The Senior Creative Project Manager can offer both a project based, and creative based expertise on all works. This will provide the client with a fully rounded service of both practical and creative direction on all their projects.

FINANCIAL AND COMMERCIAL MANAGEMENT

- Having a commercial awareness is essential for a Senior Creative Project Manager at Echo. Whether it's keeping a keen eye on budgets and margins, or realising the potential of a client's business we expect our Senior Creative Project Managers to think outside the box and maximise all opportunities.
- Being a Senior Creative Project Manager carries the crucial responsibility of having a highly creative commercial awareness – both within our industry and the wider creative world. This ensures you can bring a well-rounded and innovative perspective on all works to our clients and their brands.
- Ensure all accounts are kept up to date and invoiced accurately on time.
- Developing new business is a key responsibility for a Senior Creative Project Manager.

TEAM WORK

- Collaboration, communication, openness and respect are key pillars to the Echo culture and cannot be overstated.
- Working within a team is essential to everything we do at Echo and collaboration is the key to our success. Being a positive and constructive member of the creative and project teams as well as Echo as a whole will not only ensure a project's success but will encourage growth with our clients.
- Interacting with all teams throughout the company is an essential part of successful project management, and ensuring we deliver on time and to the supreme Echo standard.
- As a Senior Creative Project Manager, you will often be required to manage a single or wider team of supporting project and creative team members – either project specific or ongoing as part of supporting a brand.

AD-HOC SUPPORT

- Echo is a dynamic, busy company with a close working team and as such we often require our employees to work on additional bespoke projects outside of their daily duties. This is also aimed to encourage and broaden individual skills and ambitions.
- To perform other reasonable tasks as required by the Directors or your department head.
- Follow and promote to colleagues, visitors and the public all health and safety procedures and protocols.
- Follow Echo's sustainability policies and procedures. Promote sustainable operations to colleagues.

ESSENTIAL INDIVIDUAL CHARACTERISTICS:

- Excellent time management.
- Excellent organisational skills.
- Excellent attention to detail.
- A quick learner with a positive approach will pick up everything they need to know at Echo.
- Excel, PowerPoint, Word and Outlook.
- A good knowledge of the retail sector.
- Ability to manage multiple projects of varying nature simultaneously.

DESIRABLE INDIVIDUAL CHARACTERISTICS:

- Customer Service experience is an ideal grounding for this role.
- Experience in retail visual merchandising is ideal.
- Knowledge of the print industry is an advantage.
- Adobe Creative Cloud experience is a bonus.

EQUALITY AND DIVERSITY:

We promote a working environment in which diversity is recognised, valued and encouraged. We acknowledge the multicultural and diverse nature of the UK workforce and society in general. We are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. It is therefore your responsibility to make sure you observe and adhere to this policy at all times.

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