

## Role Description

Role:	<b>Project delivery director</b>
Business function:	Project delivery
Reporting to:	Operations director
Managing:	Resource manager, Senior project manager
Prepared on:	25 <sup>th</sup> October 2016

### 1. Purpose and Scope

The purpose of this Role Description is to describe the **Project delivery director** role.

To be responsible for resource management and project management functions, supporting the planning and delivery of all digital services, strategically analysing and improving billable utilisation, capacity planning and forecasting, and project profitability.

Continually reviewing and improving internal processes and tools, driving efficiency and business growth.

*This role description is not inflexible but is an outline and account of the main duties and capabilities. The role holder should however carry out any other reasonable duties commensurate with the role, as the needs of the company require.*

### 2. Role Responsibilities

#### 2.1 Director responsibilities

- To have a supervisory responsibility over work produced by the team
- To have a thorough understanding of the services across Fresh Egg and how they integrate
- To support the team members in achieving their client objectives through seamless delivery service
- To demonstrate a high level of interpersonal skills and gravitas
- To line manage effectively through coaching style of management and to support them in achieving their objectives and overall career progression, carrying out all day to day elements to include hiring, appraisals, 121 meetings, team meetings, personal development plans, identifying training needs and performance management
- To ensure that HR are involved with key issues, contractual changes, performance and development

## 2.2 Key responsibilities

- To drive the resource management and project management strategies with support from the Operations director
- To support the commercial function throughout the client lifecycle
- To be the escalation point for any resource and project delivery issues and to effectively resolve the same
- To work with the Commercial director to maximise billable utilisation and revenue, and to work with the FD to minimise unbillable utilisation rates
- To manage the monthly financial reconciliation and drawdown
- To analyse and monitor capacity planning and forecasting data produced by the Resource manager
- To be responsible for review and authorisation of web development financial quotations
- To review the post project evaluations, to learn and share this knowledge with wider teams and strategically plan changes in improvement
- To manage the weekly project status meetings and track progress, escalating RAG status red to Operations director
- To ensure efficient and consistent processes and documentation are defined, implemented and maintained
- To analyse the data output of Synergist to support key business decisions
- To support business growth with clear focus on clients and employees as part of the senior management team

## 2.3 KPIs and reporting

- To analyse current and future capacity levels and where any shortfalls occur detail strategic actions to be taken
- To ensure monthly revenue drawdown is within a £5K tolerance of senior management expectation
- To provide one page report detailing insights and analysis to the Board

## 2.4 Best practice and organisation

- To keep fully up-to-date with industry developments
- To identify, evaluate and share resources, tactics and techniques, freely sharing knowledge, insight, best practice and ideas across the agency
- To work closely with other core business functions to ensure they are kept up-to-speed with all relevant details to ensure a high quality and professional handover from business development
- To represent Fresh Egg at industry events when required and to represent the Company in a professional and knowledgeable manner

Key behaviours should be aligned to core values at all times.