



## Job Description

<b>Post:</b>	Project Manager
<b>Grade/Level:</b>	3/Career
<b>Pathway:</b>	B – Technical and Consultancy Services
<b>Responsible to:</b>	Senior Project Manager / Head of UK Operations
<b>Responsible for:</b>	Senior / Project Officer (where applicable)

### Introduction to Impactt

Impactt Limited was founded in 1997 with the mission of improving the lives of workers in international supply chains in a way which makes business sense. Since then the company has grown to be a leader in the field with a high reputation for quality, excellence, integrity and delivery and for delivering innovative and scalable solutions which work for workers whilst having a strong understanding of business. The Company's head office is in London, with subsidiaries in China, India, Bangladesh and teams in Vietnam and Myanmar. Impactt's business plan aims for the company to reach 5 million workers with a turnover of £5 million by 2020.

### Job Purpose

- To contribute to Impactt's vision to improve workers' livelihoods in a way that benefits businesses and workers by proactively leading, managing and growing a number of medium to large clients/accounts and support growth of larger ones
- To drive, manage and ensure that essential support to projects is provided (administrative, technical and technological), working with the SMT, Project Managers and / or other team members to achieve project success.
- To establish, develop and maintain excellent working relationships with new and existing clients, ensuring that their needs are anticipated, understood and responded to, thereby promoting Impactt's business and commercial activities in line with business plans

### Key Accountabilities:

- To provide excellent project management advice and/or support, ensuring professionalism in service delivery directly or indirectly, in the management of significantly larger and/ or more complex projects, managing large sized projects and driving medium sized projects easily with minimal guidance and instructions from senior colleagues
- To plan and organise own work and the work of junior colleagues in own team or who may be involved in similar types of work.



## Key Responsibilities:

- Proactively and independently lead, manage and grow a number of medium to large clients/accounts and growth of larger accounts and demonstrate excellent project management skills, including:
  - Finances – knowledge of project management software a plus – this includes knowledge of basic accounting
  - Resources Planning and Briefing
  - Activities Timetabling, including monitoring on-time work progress
  - Risk Identification, Solutions Finding & escalation to adequate manager
  - Excellent time management and able to time manage team effectively, ensuring on-time and on-budget delivery
  - Following Impactt's administrative and project management procedures
  - Championing at least one key product area
- Facilitate and lead client meetings independently and develop or contribute to the development of methodology to address client needs.
- Independently write clear, concise, proposals for and sell standard and more complex non-standard products to clients
- Demonstrates a proposal conversion rate consistent with Impactt's requirements
- Represent Impactt and speak at external events
- Lead on some marketing materials/activities e.g. write Impactt's blog and newsfeed as and when required; support the development/implementation of other initiatives and or as directed by the Head of New Business and Marketing
- Act as a trusted advisor for clients and build partnerships between different stakeholders with the aim of developing Building and maintaining relationships with existing clients for Impactt's services in the UK in line with our vision and values.
- Understand Impactt's clients' programmes, are able to identify where Impactt's services add value and secure collaboration
- Write proposals for medium to large sized projects and support on proposal writing for significantly larger or more complex projects
- To plan and organise individual and/or team activity based on skills and competencies to integrate and co-ordinate work across different parts of the organisation, nationally and internationally as well as actively contribute to business development
- Manage and develop team of senior / project officers, including monitoring performance, managing sickness and planning development
- Produce Impactt standard Reports on project findings



- Conduct standard fieldwork in the UK and internationally independently with scope to deliver non –standard products independently and/or with minimal supervision (audit, training etc.) as and when required and in line with portfolio
- Work as part of a team and collaborate/consult as and when required
- Contribute to the achievement of UK billable and new business targets by achieving agreed annual percentage split of time on billable activities and non-billable activities.
- Undertake any other duties reasonably required that are consistent with the grade and purpose of the post



## Candidate specification

**Post:** Project Manager

**Grade/Level:** 3/Career

**Pathway:** B – Technical and Consultancy Services

Category	Description	Essential / Desirable
<b>Qualifications</b>	Degree or equivalent qualification in a related field such as management, International development, business studies, Human Rights, or successful proven track record in Sustainability / Social / Ethical Trade	Essential
	Evidence of continually developing professional knowledge.	Desirable
<b>Experience</b>	Minimum of 2 years of experience in a similar role (international business/development/ ethical trade/sustainable sourcing operations, customer relationship management, continuous improvement or related field required)	Essential
	Project Management Experience incorporating the planning and progressing project management activities using general project management principles, using initiative and judgement	Essential
	Experience of working/responding independently and dealing with unforeseen problems and circumstances	Essential
	International and Cross-cultural work experience with a sensitivity to a multi-cultural global environment / working in developing countries	Essential
	Experience in or exposure to social compliance auditing and/or beyond compliance activities	Essential
	Experience in business development including replying to RFPs and proposal writing	Essential
	Experience managing a team	Desirable
	Line management/supervisory experience – coaching, motivation, managing performance	Essential
	Experience in managing project budgets	Essential
Substantial experience delivering fieldwork independently	Desirable	



Knowledge and skills	Ethical / Social Audit Experience or understanding of factory set-up	Essential
	Strong understanding of Social Compliance Agenda	Essential
	Strong understanding of how supply chains work	Essential
	Strong Data Analysis Skills involving advanced use of excel and large data sets	Essential
	Strong Reporting Writing Skills	Desirable
	Strong Presentation & Facilitation skills	Essential
	Basic and / or Theoretical Knowledge of Project Accounting	Essential
	Detailed operational knowledge of ethical trade/responsible sourcing / the social compliance agenda beyond compliance activities	Essential
	Proven analytical and problem solving capability	Essential
	Proven communication and interpersonal skills	Essential
	Understanding of relevant policy and legislation (Labour Law , ILO conventions , and international legislation) to area of work	Essential
	Proven ability to communicate with clients, resulting in regular repeat business.	Essential
	Proactive and highly organised, with strong time management, problem solving and planning skills	Essential
	Able to meet tight deadlines and remain calm under pressure	Essential
	Knowledge of project management principles	Essential
Data analysis skills involving advanced use of excel and large data sets	Essential	
Attention to detail, achieving 'right first time' outputs	Essential	
Other	Ability to work outside normal hours including attendance at evening, and occasional weekend, meetings.	Essential
	Ability to travel periodically nationally and internationally to the locations that Impactt conducts its business	Essential
	Committed to the values and objectives of Impactt Limited	Essential



### **Personal attributes:**

The Post Holder should have and display the following personal attributes:

- Passionate about Impactt and the work we do, energy and enthusiasm
- Strong self-management and good team player
- Strong sense of initiative and great capacity at working on his/her own
- Pro-active – think about future needed actions and share with the rest of the team
- Adaptable & Solution oriented – think about solutions to problems
- Reliable, strong integrity and ethical behaviour
- Excellent listening and interpersonal skills
- Empathy with others and ability to respond accordingly

By delivering on these accountabilities and responsibilities, the post holder will make a significant contribution to Impactt's 5-year global outcomes:

Positive impacts on 6 million workers

Working with 150 clients

Team of 70 people

£6 million turnover

High performing team