

# TCMM shutter group

## Job Specification

<b>Title of the position:</b>	Junior Digital Project Manager
<b>Department:</b>	Digital & IT
<b>Reports to:</b>	Digital Project Manager (SMT)
<b>Job type:</b>	Permanent
<b>Salary:</b>	Up to £26,000 p/a
<b>Hours of Work:</b>	40hrs per week Mon – Fri
<b>Location:</b>	Quayside House, Hove Harbour House, Shoreham

## About Us:

TCMM Shutter Group is one of the UK's largest shutter companies. Home to leading brands such as Shutterly Fabulous and California Shutters, and a thriving partnership with nationwide retailer John Lewis & Partners.

Our business continues to grow at a very strong rate and this success is largely due to the excellent quality of our product and our first-class customer service. The smooth running of our operation is supported by several bespoke digital platforms to give us the edge within our industry.

We are looking for a Junior Digital Project Manager who will work directly with our Digital Project Manager on both platform maintenance and development. This is an exciting opportunity for a self-motivated and agile individual to broaden their experience in a fast-paced and forward-thinking environment.

## Description of the role and main responsibilities:

You will work on digital projects and maintenance across multiple platforms, alongside our Digital Project Manager, Operations Manager and our partner agencies. Our group consists of multiple brands with differing USPs and approaches, so a varied and interesting workload is guaranteed.

- Define priorities, brief partners, carry out user testing and sign off maintenance sprints
- Plan and implement CMS updates across multiple transactional websites
- Plan and implement API and configuration updates in our CRM as system administrator
- Kick off projects and undertake requirement gathering with stakeholders
- Write projects scopes and plans and share with relevant parties
- Communicate with technical and non-technical stakeholders
- Deliver projects and maintenance tasks on time and within the pre-agreed budget
- Carry out user-testing to ensure solutions meet the brief
- Launch and/or assist with projects launches, including writing user guides and leading handover sessions
- Maintain and champion our Staff Intranet (WordPress)
- Monitor our internal IT Helpdesk inbox to ensure office-related IT support tickets are diverted to the appropriate partner agency.

This list is not exhaustive and you may be called upon to carry out other tasks and duties that may be reasonably expected within the scope of your role.

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## Person Specification

### Qualifications

#### Essential

Right to work in the UK

#### Desirable

Undergraduate degree

### Previous Experience

#### Essential

1-2 years working in a similar role

#### Desirable

Experience with Wordpress and/or Kentico Website platforms

Experience as a CRM systems administrator

### Knowledge and skills

#### Essential

Microsoft packages to an intermediate level

Understanding of website design and development, CMS and CRM

### Competencies

#### Essential

- Excellent interpersonal and communication skills
- Ability to work independently and as part of a team
- Manages time and workload effectively
- Actively seeks improvements for systems and ways of working
- Efficiency and adaptability
- Excellent attention to detail
- Positive hardworking attitude
- Able to plan and budget effectively
- Ability to work on multiple projects at the same time
- Able to build and maintain constructive partnerships and collaborative relationships