



## DIGITAL PROJECT CO-ORDINATOR

This job is ideal for someone who wants to develop their experience working with websites whilst working predominantly in the arts sector across theatre, dance, music organisations, creative artists and artist management as well as other not for profit organisations.

Responsibilities include co-ordinating with our developers the creation of new websites and improvements to existing websites on budget and on time. You will also be required to make simple changes to non-WordPress sites either by updating HTML or working with our CMS system (in house HTML training is available). You will follow existing systems and processes and lead on creating new ones guarantee quality assurance across the company.

A typical day will include working on various websites and with different clients, responding to issues and planning future projects. For many of our clients, you will be the main contact and for those clients and as such you will be the human face of the company.

There will be elements of project management and liaising directly with clients and the wider team to resolve any issues. Although primarily office-based, the job involves attending meetings and liaising with our clients and external designers and developers via the phone and video conference, so a can-do, friendly attitude is essential.

You'll need to be organised and happy managing multiple priorities under pressure. As we are currently a small team, you will be introduced to other areas of the business so you can offer a hand when other staff are away. This makes for a supportive team-working environment and a seamless service to our clients.

We work with a wide range of organisations and individuals across the performing arts sector and project opportunities are on the rise with our growing team. This is a varied role with lots of scope to learn new skills, make good contacts (within a friendly team) and get creative!





## RESPONSIBILITIES

- Liaise with developers and designers to ensure timely delivery of projects
- Project manage new websites and projects
- Manage our client support system (currently Sir Portly) to ensure client experience a fast and accurate response
- Exceed our targets to respond to clients with in timeframe guarantees
- Update existing websites
- Liaise with external hosting companies and manage hosting for projects
- Co-ordinating configuration of client domain and email accounts
- Train and support clients to use Content Management Systems as required
- Help maintain website security by following and evolving our policies and systems
- Maintain existing workflow systems and set up and document new systems for the areas of your job responsibility
- Attend meetings and briefings with clients and peers
- Handle tight deadlines with a cool head
- Write occasional blog posts surrounding your areas of expertise
- Support the team to write proposals and client reports

## DESIRED EXPERIENCE AND SKILLS

Ultimately, we are looking for someone who can demonstrate a creative and resourceful mind for solving any client problem, is focused on delivering exceptional customer service and can contribute to a positive and supportive working environment.

Although no formal training is required for this post, we will be looking for evidence that you have many of the following:

- Graduate level education
- Project Management experience or training
- Experience working with customers and clients
- Experience working with WordPress websites or other CMS
- Strong communication skills
- Confidence and ability dealing with technical issues
- Ability to multitask and manage different priorities
- Strong attention to detail
- Possible experience with website coding





## BENEFITS

- Lively area in Hoxton, a short walk from Brick Lane and Shoreditch High Street with lots of nice places for lunch or places to go after work
- Creative work environment and culture
- Talented, passionate team
- Support from experienced team members
- Other employees at HdK have gone on to take successful positions at The Tate, Royal Opera House or for well-known vlogging agency Gleam Futures

## TESTIMONIALS

Quotes from recent employees

*The team are very open and always willing to teach each other new skills and tricks. I was never afraid to ask questions or say I was struggling with something because Hans viewed any situation I found challenging as a learning opportunity. It made me feel like I could be open and honest.*

***Sarah Osborne, ex-Social Media and Digital Marketer***

*I valued the team and being taken in as a vital team member from day one. Improving my technical skills has been so much. Overall, it's been extremely pleasant to work as the company is very flexible and I have been able to setup systems and workflows which will stay in place even after I'm gone.*

***Theis Nielsen, ex-web developer***

*I'm very thankful that you gave me an experience of a lifetime. You are all a huge part of my growth as a person and I appreciate all the opportunities you have given to me.*

***Rochelle Chambers, recent Apprentice***





## MAIN TERMS AND CONDITIONS

The post is offered as a full-time post but part time positions will be considered.  
£20,000 - £25,000 based on experience (pro rata)  
Statutory holiday allowance (20 days plus Bank Holidays pro rata)

## LOCATION

Office in Hoxton Street, Nearest Stations: Hoxton Overground, Old Street and Liverpool Street.

## APPLICATION PROCESS

To apply, **leave a voicemail by phoning 020 8050 4072**. Successful candidates will be contacted for a telephone interview before 15 March. A shortlist from this round will be invited in for interview. We regret we cannot contact unsuccessful candidates.

Deadline for voicemail application: 9am, Monday 11 March

