PROJECT MANAGER

Singapore

Reporting to the Senior Project Manager, you will support the growth of our wide-ranging portfolio and provide project management support across all client account teams.

About Foolproof

Founded in 2002 in Norwich, UK, Foolproof's Singapore office was opened in 2012 to support the growing demand for user experience design in Asia. Since then, we have grown to a team of 17. We're looking to double our team as our business grows rapidly.

Our team frequently conducts design research throughout the Asia Pacific region and we help our clients, both headquartered locally and globally-based, create powerful and effective designs, digital products and/or services based on the insights we gather.

Customer experience is at the heart of everything we do. We encourage our clients to embark on highly collaborative, inclusive design processes using their stakeholders and end-users to help develop and crystallise our solutions.

Our office enjoys a start-up mentality where everyone is invited to take part in building the company vision and creating the experience design agency, we want to work in. We give the opportunity to our team members to define what they

want to do beyond their job description and will support them to be successful in taking its ownership.

The Opportunity

We put a lot of time and energy into making Foolproof the very best place we can for our people and to help them develop their careers while they are with us. Lots of people stay with us a long time because it's a happy, interesting place to work.

We are seeking someone to join our growing team here in Singapore who is a self-starter capable of leading projects and scoping programmes of work. As a part of the Client Services and delivery team, you will work closely with the Senior Project Manager and Head of Commercial Growth in developing and supporting client programmes; be responsible for delivery of projects to meet both our clients' and our own business objectives while have the opportunity to grow professionally by owning large projects throughout their lifecycle.

The Role

As a Project Manager, you will be responsible for planning, executing, and delivering user-centred design, customer research and website creation. You will not only understand the project's objectives but also how the project fits into the overall clients' business objectives by working closely with the client services team.

You will manage projects from beginning to end, oversee quality control, manage resourcing, coordinate team members and/or contractors and ensure projects are completed on time, within budget and to our high standards.

This role would suit someone able to pick up processes quickly, who has a good understanding of digital and how technology is both influencing human and impacting business behaviours as well as an appreciation of their importance in the future of marketing and business success. You must also have a keen interest in user experience and an understanding of the importance of user insight to help improving customer experience and the business success of digital channels.

As our business is growing rapidly, we are looking for someone to join our team in January 2019.

Responsibilities

- **Programme development:** Partner closely with client engagement team in developing projects into programmes of work and support in proposal writing, contributing to the sales pipeline.

- **Communication:** Liaise effectively with internal and external project teams and stakeholders in a clear and timely fashion. Set and continually manage project expectations with team members and stakeholders. Where required, negotiate with departmental managers for required personnel.

- **Scoping**: Define project scope, goals and deliverables, project plans, and budgets. Ensure consistency in project scope, role definition and performance expectations.

- **Projects:** Develop and manage multiple projects across clients from initiation through execution. Ensure project teams are fully briefed on the project objectives, setup, timelines and required deliverables.

- **Tracking**: Plan, schedule, and track project milestones and deliverables, recommend budget changes where and when necessary allowing time for the business to take action.

- **Crisis management:** Proactively manage scope changes, identify potential crises and devise contingency plans. Identify and resolve issues within the project team.

- **Reporting:** Act as an internal business consultant and advise stakeholders on overall profitability, forecast resourcing needs and raise issues when needed.

Required skills and experience

- At least two years relevant project management experience specifically in digital design projects and UX, and ideally, formal training in an Agile project methodology (e.g. SCRUM) which facilitates project planning, scheduling and management.

- Experience in project planning, scheduling (ideally using a work management platform such as WorkFront) and managing multiple projects in parallel in a fast-paced high-pressure environment is a must.

- Accustomed to handling budgets both large and small (e.g. $50,000 to $500,000+).

- Experience running digital and design focused projects working with skilled UX professionals.

- Experience managing project teams of two or more UX consultants, designers; developers an added plus.

- A sound understanding of PM best practice and business process.

- Confident client facing and ability to form a strong relationship with clients.

- Advanced user of basic Microsoft Office programs (Word, Excel, Project).

- Proven experience following the principles of a successful project methodology.

- A pragmatic approach to problem solving,

- Experience in agile and waterfall methodologies.

- Worked in a project-based environment and had responsibility for delivering projects on-time and on-budget.

Essential qualities

- **Excellent client relationship skills:** You must be able to create rapport and relationships across a range of clients and functions.

- **Self-awareness:** You're aware of how your own thoughts, behaviours and language impacts both yourself and the people around you. This allows you to maintain a steady hand on things both internally and externally, even in tough situations and negotiations involving clients and partners.

- **Excellent listening and communication skills:** You must be confident taking on a client-facing role with the necessary skills required to work with and manage clients, suppliers and colleagues. You'll be able to clearly communicate your thoughts, decisions and rationales in order to build rapport, trust and influence.

- **Passion and creative thinking:** We're passionate about delivering high-quality, effective and value-added services to our clients.

- **Attention to detail:** We pride ourselves on the quality of our deliverables, from an email to a client presentation. Achieving this, especially when under pressure, is a critical success factor for the role.

Package

We offer a competitive salary, twice yearly reviews, an annual bonus scheme, 20 days' holiday (which increases to 25 with long service awards), personal training budgets and medical benefits.

We believe in collaborative thinking and learning. We host sessions every Thursday where a Foolproofer shares their knowledge with the rest of the team;

we have quarterly company away days where we get together to share company updates; and we make a concerted effort to share our knowledge with the local UX design industry.

Finally, we all have generous individual training budgets which help us progress and develop skills within our roles.

How to apply

We're looking for people who share our passion, commitment and sense of fun to join the team at this exciting time. If you think you fit the bill, email your CV to Sarah Djumin at: **hr@foolproof.com.sg**