

Client Project Delivery Manager

Based: Bury St Edmunds, Suffolk

Salary: £30,000 (negotiable for the right candidate)

The Opportunity

Due to growth in our e-commerce activities, this a great opportunity to join at an exciting time, working directly with key clients to deliver E-commerce services, projects and events. You will be joining a dynamic business with sustainability and the environment at its heart and have scope to develop client relationships and help to grow our e-commerce services.

The role

To maximise client revenue through multiple ecommerce sites and marketplaces, as well as delivering profitable marketing projects, events and campaigns.

- Develop effective relationships with clients and deliver excellent customer service at all times
- Deliver quality marketing and ecommerce services across the full range of digital platforms and marketplaces
- Manage and deliver e-commerce client projects and events from inception to conclusion, including operational problem resolution.
- Work closely with colleagues across the business to deliver multiple projects, events and services.
- Implement project plans and services which are efficient and compliant with the regulatory framework for medicines and medical devices
- Commission and project manage internal and external services to deliver client projects and services to defined deadlines/milestones
- Produce client and customer documentation and project materials as required
- Prepare, monitor and manage budgets for client projects
- Commission e-commerce services and contract manage 3rd party suppliers/ partners
- Resolve operational and project related problems and issues
- Devise digital marketing campaigns and deliver marketing services (digital, print and direct marketing) to support e-commerce projects and drive sales
- Monitor sales and fulfilment performance and provide campaign analytics/client communications

Required skills

- At least 2 years experience of delivering client projects and services
- Ability to deliver an outstanding customer experience and effectively manage client relationships
- Organisational skills, attention to detail and the ability to work to deadlines
- Excellent computer literacy and digital skills
- Ideally some experience of working within a marketing, digital or e-commerce setting
- Strong commercial awareness with skills in budget management
- Excellent written and verbal communication skills
- Creative and tenacious problem solving skills
- Positive and responsive attitude

About you

It is important to us that you bring your own **uniqueness** to our team. You will need to be passionate about e-commerce and have vision and drive to grow the e-commerce business. You will also enjoy resolving day to day problems and delivering outstanding customer service. As an organised and methodical person you will thrive on delivering to **deadlines**. You will need a **commercial** approach and be adaptable and responsive to client expectations.

About Precision

Precision is an independent digital and marketing solutions company providing data driven solutions to large and small businesses, some of which are household names.

At Precision we work hard and play hard. We make sure colleagues have a safe and supportive place to work and we have **covid-secure** procedures and precautions in place. We support homeworking where appropriate, however this role will require frequent presence in our carbon neutral head office in Bury St Edmunds. The role is full time, although there may be some opportunity for flexible working.

The office environment is **modern** and comfortable and training and development opportunities are available for all colleagues. We have a history of developing our colleagues and like to offer progression opportunities as they arise. We also take a proactive approach to the **wellbeing** of our teams.

The salary for the role is competitive and takes account of previous skills and experience. Full time roles attract 23 days holiday per year (including 3 to be taken between Christmas and new year) plus bank holidays. Generous employer pension contributions and other benefits.

How to apply

Please send your current CV and covering letter to recruitment@precision.co.uk

Your covering letter should tell us what you think you can bring to Precision, your salary expectations, confirmation of your eligibility to work in the UK and willingness to be based at the Bury St Edmunds site. Don't forget to include your contact details.

We welcome applications from all suitably qualified applicants

No agencies please

