



Delivery Lead

Job Description

About Draw

We're a digital agency that believes in making things better.

We help fans around the world explore their love of music. We help lawyers in London beat news outlets to the punch. We help consultants in New York find the next generation of game changers. We help charities in Africa better communicate how they're saving children from disease.

Everything we do - from building websites to enhancing customer relationships - is driven by a rigorous strategic approach based on our client's core business goals. We focus on outcomes, not outputs.

The role

Delivery Lead

This is a fairly new role for Draw. In the past, we've had a team of hybrids, responsible for both the client service and project management tasks within a digital agency. This new role seeks to break out of that discipline and focus on successfully delivering projects. In this instance it has come about through growth and demand of work.

The role sits within the Client Delivery Team and your role is to ensure the agency delivers projects successfully. You'll need to have a strong focus on effective planning, understand AGILE, be able to establish good processes and ways of working and know how to drive a project and client in the right direction.

You'll be setting up and overseeing the running of projects, as well as mentoring and guiding others on the team to improve and develop. We're a fast growing agency so we'll need you to be proactive and contribute to the growth by improving the way we work and how we deliver our projects.

Qualifications

This role requires a degree or HND in the following subjects:

- digital
- advertising
- business/management
- communications
- English
- Marketing

Experience

- Proven track record of working on full lifecycle projects either over an extended period of time (6 months+) or with significant resources to manage (5+ people)
- 5+ years within digital marketing agencies

Progression

The typical progression for a Delivery Lead is to become a Delivery Partner. This progression would happen through showing an ability to take on new challenges/projects, delivering them effectively and being able to take effective decisions.

Skills / requirements of the role

The key requirements and activities involved in the role are illustrated below. Many of which the team will work with you on delivering and learning.

- Outstanding communication skills and an ability to flex style to build strong relationships internally and externally
- Attention to detail
- Financial acumen
- Excel Wizard
- Experience in using JIRA and other project management tools
- Ability to define and evolve processes to suit projects
- Effective requirements gathering
- Establishing and setting AC
- MoSCoW rating of requirements
- Managing outputs of multi-disciplinary teams within the agency
- Experience in delivering an AGILE project - DSDM or SCRUM
- Identification and planning of project resource requirements
- Negotiation on resource and budgets
- Excellent Reporting
- Ability to delegate project tasks internally
- Experience in delivering a wide variety of digital projects from big Web platform builds to business tools
- Problem solving and critical thinking
- Management of resource requirements
- Effective management of budgets against resource and reporting
- Working closely with the client team in order to deliver the project in the best way
- An understanding of the possibilities of front end and back end technologies
- Understanding of the development process

Key Performance Indicators

Everyone at Draw has a set of KPIs which are set individually based on their experience, strengths, growth areas and responsibilities. Yours will be set during your first meeting and reviewed annually, but a selection of examples are listed below:

Project management. You'll be planning and managing a project with lots of moving parts, potentially across multiple projects. You'll need to be comfortable in sitting across enough of the detail, planning appropriately and identifying and recommending the right team requirements. The business responds well to early flagging of blockers and challenges and working through problems as a team.

Team working. We are looking for people who can add value to clients and projects whilst working closely with the team's delivering it. Being able to find a balance between working autonomously and within the team will be a big contributing factor to how successful you are in this role. Being supportive, considerate, guiding and respectful in your approach will gain good ground within the agency.

Attention to detail. Digital is a fast-paced world where things are constantly evolving, but that doesn't distract us from the fact that it's the little things that are important. Spelling and grammar are just as important as the latest technology, so we need people who remember to dot their 'i's and cross their 't's - both metaphorically and literally.

Appetite for learning. This is a key role that involves learning about us, our clients, how we work and how we can make things better for those we work with. We want and need people who are up for the challenge, are excited about expanding their own knowledge and skill set and driving the commercial success of the agency.

Our values and culture

We're serious about ensuring that Draw is both an enjoyable and rewarding place to work. Here are some of the things that are important to us:

Make things better - This is the overarching value of the agency. Everything we do should revolve around constantly improving everything we touch: our work, our client relationships and the lives of our team. If we're doing something that isn't improving one (or all three) of those things, then it's probably not right for us.

Time is precious - All we have is time. Both personally and professionally, it's our most valuable resource. This is why we charge our clients appropriately and respect the time we give to and ask of each other.

Help this person - Agency life is all about people and we can improve any situation by better understanding those people and actively helping them.

All of us know more than any of us - Our strength is in our collective knowledge, skills and experience. It's what our clients pay for and therefore everyone's input is valuable and should be respected.

Treat people well - It seems obvious, but to us, it's important enough to write down.