



bluegrass digital

DIGITAL PROJECT MANAGER

Job Description

LOCATION	Claremont, Cape Town
TYPE	Permanent
REMUNERATION	Market related salary and based on experience and skills

London

t +44 (0)845 688 3361
f +44 (0)845 688 3362
Chester House, Fulham Green,
81-83 Fulham High Street, Fulham, SW63JA

Company No. 6510684 VAT No. 933363035

www.bluegrassdigital.com

Cape Town

t +27 (0) 21 671 1966
f +27 (0) 21 671 6337
3rd Floor, Sunclare Building,
21 Dreyer Street, Claremont, 7708

Company No. 2004/015557/07 VAT No. 4720218884

ROLE OVERVIEW

Bluegrass Digital is a leading digital production agency, working with both South African and International client accounts. We are looking for a dynamic and resourceful **Digital Project Manager** to join our project delivery team and own the end-to-end delivery of key business and client projects.

You should know the internet like the back of your hand and understand internet technologies; terminology; and the workflow of a typical digital project lifecycle. You should have experience working in an environment involving developers and creative teams. You will be responsible for the daily management of various client projects that includes delivery of dynamic CMS websites and mobile application development projects.

You will work closely with the development, creative and sales teams. The Solutions Director will oversee your work. As part of your **responsibilities**, you will analyse client project requirements; assist with providing costings and solutions that match these requirements; make appropriate recommendations during the UX / Prototyping phase that will positively impact the design process. You will be the ultimate custodian for the delivery of a high-quality solutions for your client projects. You will drive the client requirements gathering; communication management; risk management; the QA process; tools; and solution testing for your projects. Basically, owning the end-to-end solution.

BLUEGRASS VISION

“To create a global creative technology company that has a passion for creating innovative digital solutions that work and to be recognised as the industry leader in delivery excellence.”

CORE VALUES

1. Deliver Excellence
2. Show Integrity
3. Be Passionate
4. Take Initiative
5. Develop Innovation

KEY REQUIREMENTS & PERSONAL SKILLS

- A degree or similar qualifications
- 3+ years within an IT, development or agency environment
- Experience interfacing with clients and managing client expectations
- Experience creating BRS, SOW, FSD, MS Project Plan documentation for projects
- Experience working with Waterfall / Agile / SCRUM methodologies and ability to refine & merge processes accordingly
- Plan resourcing, track timelines and provide feedback to the Operations Director on team project progress
- Experience tracking sprint roadmaps versus timelines to gauge project progress
- Experience using project management tools (*JIRA advantageous*)
- End to end project testing and ability to implement 'Testing & QA' processes
- Excellent website analytics; data analysis and numerical skills
- Experience tracking and analysing project budgets/estimates *versus* actuals and reporting back to management on project commercials
- Knowledge of SEO best practices is advantageous
- A good knowledge of the terminology and technical aspects related to internet technologies. Ideally (*but not mandatory*), you need to understand what most of the following terms mean and in which context to use them: Content Management Systems (CMS); Databases; ASP.Net; PHP; HTML; JavaScript; AJAX; SQL; Mobile frameworks; API's; SEO; and Hosting
- Understanding of CMS platforms like Umbraco (*very advantageous*); EPiServer; and WordPress
- Advanced skills in Microsoft Office (Excel, Word, PowerPoint) & MS Project – *are essential*
- Experience creating high quality, well-formed and well-written documentation
- Military-like organizational and time management skills, with the ability to very comfortably juggle multiple projects/tasks
- A team player with good interpersonal skills to deal with various personalities
- Excellent command of the English language, both written and verbal
- A passion for the online industry a true digital enthusiast!

KEY RESPONSIBILITIES

Some of the main responsibilities for this position will now be covered in detail, to give you an idea of the depth of the role and expectations thereof:

1. **Proposals & Cost Estimates** – assist the Sales Process by scoping the initial client requirements to provide accurate cost estimates and detailed proposal documentation.
2. **Requirements Planning** – one of your most important responsibilities is to ensure that every project Bluegrass deliver is properly analysed, scoped and the right solution proposed based on various factors including client requirements and budget. Business requirements are normally captured in a Statement of Works (SOW) document.
3. **Functional Planning** – this includes interpreting the SOW and business rules / requirements and together with the development team, you formulate the right solution. This can be done by analysing client analytics metrics, as well as discussions with key stakeholders, including the client stakeholders; client target users (where possible); development team; project managers; and designers.
4. **Product Management** – working together with client stakeholders and your internal project team, you will own the backlog. Using tools like JIRA to manage your projects, will be an important aspect to the role, where you will breakdown projects into Epics; user stories; tasks and features which outline the functionality requirements and business rules/logic. Acceptance Criteria will be added to all tickets forming part of the QA Test Plans, against which manual testing is done.
5. **Project Team Management** – you will manage the project team for your individual projects. Your team (*including clients; contractors; developers; QA's; designers*) should look to you as the go to person for any questions concerning your projects. You will also be responsible for reviewing contractor cost estimates, before getting them approved
6. **Testing / QA** – you will oversee the solution from a quality perspective and ensure bugs/tasks are raised in a timely manner and in accordance with your project plan.
7. **Risk management** – When business conditions change, or new features requested may affect scope, you need to reevaluate how it could impact the project and provide cost estimates based on these new requirements.
8. **Documentation** – produce quality documentations of a consistently high standard, that can be shared with clients and which clients find easy to understand.
9. **R&D** – keep abreast of the latest technologies, best practices and standards. Conduct knowledge sharing sessions with the team. It's important that you understand the capabilities of the various CMS platforms we work with, to ensure that you can

recommend the right platform solution to client project and upsell new functionality and/or opportunities based on what the CMS capabilities can offer

10. **Time Tracking & Reporting** – on all projects you will be responsible for ensuring that your entire project team are logging their time daily, so that you can pull monthly timesheets and report against Project actuals vs Project budget/costs. You will work with the finance department to ensure that quotes and invoices are sent.