

# Website delivery manager

July 2022



We help arts organisations  
inspire their audiences.

Certified



Corporation

This company meets the  
highest standards of social  
and environmental impact

# Website delivery manager

## Overview

In this pivotal role you will oversee the delivery of multiple website projects, from initial briefing through to public launch.

It's a hugely rewarding role, helping arts organisations to inspire their audiences. You'll be the key point of liaison with clients, designer and developers.

You'll often be in the discovery stage of one or more projects; the design or development phase of another; and managing the deployment of another.

You'll be a key part of a generous, supportive and ambitious team; a Certified B Corporation with three decades of experience and expertise.

We work in the exciting overlap between the arts and technology so you'll need interest (and probably experience) in both.

## Salary: around £35K

We're genuinely open to a discussion if you feel you are worth more, or if you feel you'd need to work up to this level.

## Location: open to discussion

We currently offer two ways of employing full-time people (alongside our freelance team)

- Home working with occasional trips to the studio, plus some client meetings
- Hybrid: minimum of Mon – Wed in our studio in Greenwich, plus some client meetings

## Flexible hours

7.5hrs per day, plus an hour's lunch. Core hours are 10:00 – 16:00, weekdays (so people can start at 7:30 and work 'til 16:00, or start at 10:00 and work 'til 18:30; and anything in between).

## Leave

We offer 25 days of annual paid leave (plus bank holidays) which increases after you've been here two years.

## Things that mark us out:

- You'll always be treated with respect and empathy. You'll work with your line manager to keep learning and developing in ways that suit you
- Funded monthly cultural outing with the team – in person or remote
- Monthly breakfast briefings with leading figures from the sector
- Regular training sessions delivered by team members and guests
- Membership of the Arts Marketing Association with access to online resources
- Membership of the Typographic Circle with discounted event tickets
- Annual team discussion day – where we celebrate the past and play an active part in planning your future
- Occasional team dinners
- Cycle to work scheme
- Travelcard loans (interest free)
- Free tickets and opportunities to attend shows and client events
- A well stocked kitchen with cupboards full of fancy teas, coffee and biscuits
- The world's best portfolio of arts clients

## How to apply: write (don't send a CV)

We want to know about you not where you lived or went to school. Write to us about why you'd be the ideal fit for our team. Include examples of projects you've managed; tell us about your involvement and why you're proud of what you achieved. Or tell us why you would be the perfect fit from a different perspective.

## Apply by: 11am, Monday 8th August

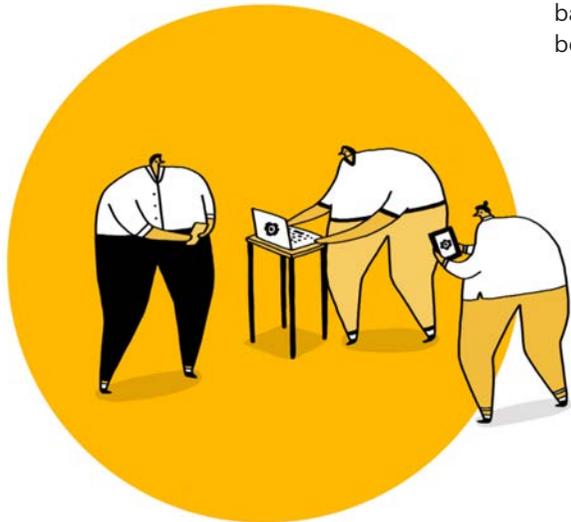
Email [opportunity@cogdesign.com](mailto:opportunity@cogdesign.com)  
We've got work to get on with straight away. But we'll happily wait for the right person.

## The process

We'll respond to everyone. If we need more clarification we'll ask for it.

If we select you for the next stage then we'll arrange an online chat between you and a couple of our team. We'll send our questions in advance and invite you to do the same so the meeting is as productive as possible.

We might then invite you to the studio to meet in person. Again, we'll send discussion topics in advance.



# Website delivery manager

## Liaising with clients

- Being the main client contact. Actively managing so we push projects forward (not waiting and reacting)
- Leading meetings and workshops
- Scoping and mapping out the technical requirements of new projects. Drawing up site-maps and wireframes
- Responding to enquiries, understanding client needs and providing reasoned responses – options, action plans, timelines
- Negotiating and establishing budgets, or a scope of work based on fixed budgets, and ensuring that they are agreed and met
- Forming close working relationships, enabling us to spot opportunities and issues in time to address them. Liaising with the rest of the team to take action
- Being a hands-on do-er in areas such as snagging and testing; providing or overseeing quality control before work is sent to clients
- Describing complex ideas with the confidence of jargon-free language
- Being prepared to put forward our team's perspective, robustly, to clients

## Liaising with the team

- Facilitating dialogue between developers and designers to ensure a clear shared understanding
- Providing a client perspective in ways that chime with our designers and developers
- Working with our Resourcing Manager to meet timelines and budgets (or having good reasons for the extra investment)
- Identifying opportunities and problem areas early and addressing them
- Looking out for areas of best practice and technical skills that we can adopt; liaising with others and make that happen

## An active team member

- Being an enthusiastic advocate of our approach, ethos and culture
- Maintaining and improving our systems: accurately recording time, following admin procedures, swiftly responding to requests from colleagues
- Working closely with your line-manager: actively engaging in your personal development and supporting the development of others
- Recognising the diversity of the individuals within our team and making useful accommodations

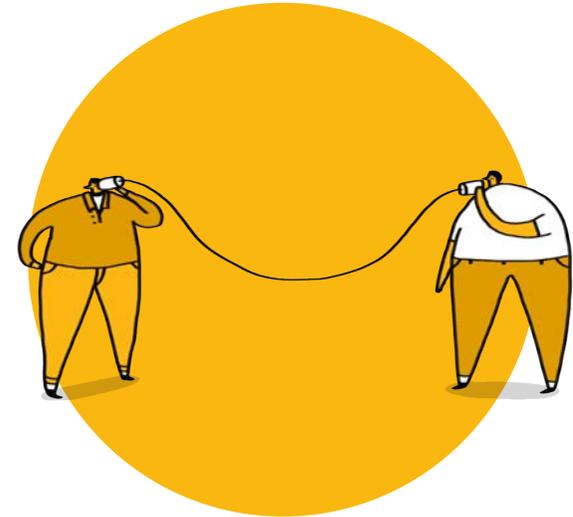
## Qualities and knowledge required

We're looking for someone who can show us they'd be a great addition to our team. That probably means they can demonstrate the following:

- Enthusiasm for the sector we work in and empathy for the needs of our arts-based clients, perhaps through experience, working in an arts organisation
- A multitasker who can work concurrently on projects at different levels
- Proven experience in project management and delivery, preferably digital work with clients
- Highly organised tenacious completer, with a methodical approach and a meticulous eye for detail
- Ability to explain complex tasks in everyday English
- Working knowledge of content management systems such as WordPress
- An understanding of (or desire to learn) how different systems integrate into websites
- A team player with a desire to constantly improve, and to help others do the same

## It would be an advantage if you could demonstrate the following:

- An understanding of the topic of accessibility and a desire to implement best practise and push for inclusivity
- Experience with ticketing, email and donation platforms



# What's it like at Cog?

We are: design led / audience focused / sustainable / accessible / culture obsessives / passionate, never precious / generous, inclusive and supportive / plain spoken.

We create our best projects with people who are genuinely excited about their jobs so we choose only to work with those people. For us that means working exclusively in the world of arts and culture.

We design and build unique websites that help arts organisations inspire their audiences.

Formed in 1991, we are probably the UK's most experienced agency working in the arts.

We are experts in the technology (especially in ticketing integrations) and we speak in plain English because we are confident enough not to need to hide behind jargon or acronyms.

Our studio, right next to Greenwich station, has all the things you might expect (including a pool table, a well-appointed kitchen and a cupboard of fancy teas) and some things you might not (like an indoor garden and fishpond).

## Cultural advocates

We firmly believe in the power of culture to transform lives.

We sometimes work for free on campaigns to raise awareness and lobby for greater recognition of the arts, especially for the importance of creative subjects in education.

We are financial supporters of initiatives such as Arts Emergency, the Black Ticket Project and Blueprint for All. And we are the 'in-house' agency for the National Campaign for the Arts.



## Certified B Corporation

Profit is vital to our business but it isn't our only driver. We also want our business to be sustainable, equitable and inclusive. For that reason we are a Certified B Corporation.

That means we have met exacting standards about the way we value our team, the efficacy of our working practices, the choices we make around suppliers and the overall benefit we provide to society.

It means we have an unwavering ethical policy; an active approach to equity, diversity and inclusion; and a positive stance on accessibility and inclusivity.

And we are on a journey towards a fully sustainable studio, including carbon positive website hosting.



## Discussion days & training

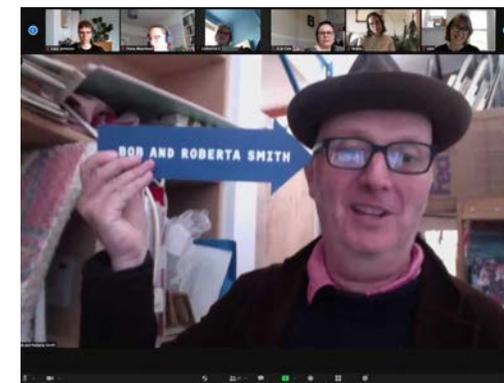
At least once a year, in May, we close the studio and invest a day or two in ourselves; most of our remote team join us in person.

We spend the day learning from the past and planning the future. Everyone is invited to contribute to the agenda and join the conversation. Together we contribute to the decisions that shape the company's direction. And we continue into the evening with an outing and/or dinner.

## Investing in you

Attending seminars, webinars, training and even live events can be an important part of our work. We are happy to invest in you. If you feel that an event is useful to you and the company, we're always happy to chat about it.

Your line manager will work with you to find out how you learn best and what you value most. Together, you'll put together a progression plan and work on that during your time here.



## Breakfast Briefings

We run early morning, monthly sharing sessions that we call Breakfast Briefings.

Speakers come from a wide range of backgrounds: artistic directors, politicians, marketers, technologists, artists, curators, makers and many more.

We invite a select (and growing) list of clients and friends to join us in the audience. It's a great way to make introductions and spark collaborations.

And in the gaps we often host internal learning sessions where members of our team share their expertise and research with the rest of us. It's a great platform for talking about the topics that matter to us most.