

Role: Project Manager: Full time

Location: Wandsworth, London.

Role Overview

Downers Design is a successful soft furnishings company, established in 1991 and involved in the bespoke manufacture and installation curtains and blinds that has a reputation for quality, reliability and creativity working for some of London's leading Interior Designers, Architects and Property Developers.

Due to business expansion an opportunity has arisen for an experienced Project Manager to join our busy and solution orientated team. This role will appeal to a natural organiser and communicator who can work in an environment where high quality service is paramount.

Applicants should already be established within the industry and have an impressive portfolio of past projects and experience.

Personal qualities will include excellent client liaison skills, attention to detail, good organisational skills, a 'business development' approach to their work, and the ability to fit into a small hardworking team environment and the flexibility to deal effectively with a range of personalities across clients, suppliers and colleagues. This will be aligned to a detailed and methodical approach to work and a natural desire for quality, accuracy, precision and problem solving. The post is based at our offices an workshop close to Wandsworth Town and will involve travel to client sites in the UK (the majority in central London), and potentially on occasion Internationally if and where required.

Reporting to the Managing Director duties include:

- Close management of individual projects point of contact for all queries related to the project and providing a high level of services to all clients.
- Carry out detailed site surveys
- Liaising and consulting with clients to advise and implement solutions to window treatment requirements
- Creating estimates in line with both business and client requirements using Estipc software.
- Liaising with our production department to ensure the interpretation of the brief and estimate is accurate, and the treatments can be manufactured on time and to the highest quality standards.
- Working closely with the Installations team to ensure the treatments are fitted in accordance with client availability and requirements.
- Constantly evolve each project as client needs and requests change, ensuring others are kept informed of alterations to the original brief.
- Constantly problem solves to find solutions that will assist the client in achieving their preferred look, texture and price point.
- Ensure that revenue and profit are closely monitored throughout a project and that margin targets are met and maintaining.
- Proactively develop the business and increase sales by seeking out client referrals and promoting Downers services.
- To help supervise, manage, train and develop more junior members within the team.

Required Skills & Experience:

Minimum of 3 years industry experience

Performs well under pressure.

Completer finisher who can follow processes throughout to the final install.

Excellent project management skills with an eye for detail and high standards of execution.

Natural collaborator.

Knowledge and understanding of EstiCp preferable, but not essential

Good level of IT skills, particularly Excel

Some of the Key Performance Indicators for this role include:

- Revenue targets
- Profit targets
- Achievement of annual objectives
- Client/Customer Feedback
- Peer/team relationships and feedback
- Quality and timeliness of communication with relevant parties

Salary TBA dependent on experience

To start ASAP

Please send your CV and covering letter to nicky@downersdesign.co.uk