



## **Project Manager**

**Salary: £35,000 - 40,000 depending on experience**

**Hours / Term: Full time/ permanent**

**Location: Edinburgh**

**Reports to: Head of Professional Services**

Red61 is a successful, fast growing live entertainment ticketing software company, providing services and consultancy to arts festivals and venues around the world. We are the ticketing solution that powers the world's two biggest arts festivals: Edinburgh Festival Fringe & Adelaide Fringe along with many other high profile UK and international events.

Our client base is undergoing major expansion worldwide, and we're looking to add an experienced Project Manager to our team. Based in our Edinburgh office, the Project Manager will work as part of our Professional Services team to deliver global software projects in the ticketing industry.

### **The Role**

You will be responsible for ongoing development, efficiency and effectiveness as we build and grow the Project Management Office (PMO) through a strict process and governance Structure.

Reporting to the Head of Professional Services, the successful candidate will oversee the planning, implementation, and tracking of key metrics against short and long-term projects. This role will serve as a bridge across the senior management team, internal project teams and clients. The focus of this role will be on projects that originate from Sales & Customer Services and require planning and coordination across several disciplines including Product, Engineering, Operations, DevOps, IT/Hosting Services, clients and 3rd party partners.

The ideal candidate will be self-motivated and comfortable with fast-paced, mission critical environments, able to adapt to changing circumstances, communicating clearly & delivering confidence at all levels both internally and externally.

### **Responsibilities**

- Contribute to project management office vision, and gain buy-in for that vision across senior leadership team
- Elevate culture of continuous improvement through best practice sharing & hands-on leadership
- Partner with cross-functional teams to enable the successful launch of new projects
- Lead the lifecycle and on-time delivery of all projects with the highest customer experience, quality and ownership
- Learn from projects and increase speed and quality of delivery

- Own the refinement and development of new processes, tools and templates through the PMO; and drive overall company and client adoption
- Develop and manage metrics to measure project success, providing meaningful feedback to both project teams and the senior management team

### **Key Competencies**

- Proven track record of delivering complex, technical projects in a dynamic environment
- Confident decision maker with proven experience of communicating and influencing key stakeholders (clients and senior management team)
- Experience and skillset in managing implementations (define, scope, plan, & manage projects)
- Ticketing Software or Live Entertainment industry experience (highly desirable)
- 3+ years of project management experience involving cross-functional projects
- 3+ years working in a customer service driven environment
- 10% travel required (includes international); may increase at times
- Effective working in a culturally diverse team
- Exceptional analytical, interpersonal, and project management skills
- Demonstrated ability to achieve success through influence and partnership
- Outstanding oral and written communication skills; ability to communicate complex concepts clearly and persuasively.

### **To apply**

Please complete the application process for the Project Manager role on our recruitment website [here](#)

### **Privacy Policy for Job Applicants**

[Click here](#)

If you have any further questions or require assistance in completing the application form, please email [jobs@red61.com](mailto:jobs@red61.com)