

MCM.

DOCUMENT

Job Description

JOB TITLE

Associate

REPORTING TO

Project Director

SUPPORTED BY

Studio Team

OVERVIEW

The core activities outlined below represent an overview of the position of an Associate and should not be seen as a prescriptive list of activities. The level of additional activities will vary depending on the demands of the core role. A flexible responsive approach is vital, together with initiative in identifying and focusing on what needs to be done in order to contribute to the achievement of business objectives and innovation in design.

AIM OF THE ROLE

The Associate's role is to assume ownership, responsibility and accountability for the delivery of projects on time, within budget and to the right quality. At times they may be required to assume a Designer or Technical role on projects. Manage the project resources to ensure profitability of projects under your remit. Company policies and procedures must be adhered to in all activities.

CORE ACTIVITIES

Project Responsibility

- Lead agreed projects from inception to completion with accountability to the Project / Design Director for the effective running and delivery of the project understanding:
 - Scope required
 - Agreed fee and resource allocation
 - Effective resource management and project profitability along with delivering a quality product to client satisfaction
 - Ongoing client management and development
 - Complete Monthly Project Health Check

Project Running

- Manage client and team relationships to ensure effective communication and ultimately smooth delivery of successful projects
- Monitor project against actual original scope and identify any change requests.
- Monitoring actual resource against resource requirement and identifying priority areas
- Address client dissatisfaction rapidly and report to Project Director
- Work with the Project Director to ensure that projects are set up correctly in the MCM Union Square project operation system and monitor resources and budget through project delivery
- Agree any movements and adjustments in resource allocation and cash flow with the Project Director and External Project Manager

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- Ensure project files and reporting documents are maintained at all times
- Monitor progress of team and take action/inform where the performance deviates from the agreed plan, ensure team is compliant with project plan
- Mentor and support the rest of the MCM project team and provide clear leadership
- At the outset of the project make sure weekly project meetings are set up and review project progress at weekly project meetings
- Report on projects to the Project Director and assist with any monthly monitoring of income from clients and recovery of any bad debts as may be required

Marketing

- Actively participate in MCM marketing and business development activities
- Actively maintain existing and past project and client contacts to contribute to the company's business development network
- Inform clients of MCM services available beyond the current agreed scope for future work, maximizing fee potential
- Periodically attend client and industry networking events and conferences

Managing & Mentoring People

- Encourage communications and interactions throughout the business, encouraging and in support of a culture of collaboration and shared problem solving
- Coach and mentor junior colleagues both within your team and throughout the business
- Manage your project to ensure each team members has a valued role to play and is empowered within their given remit to excel
- Engender individual responsibility and ownership for tasks
- Actively participate in and promote Continual Professional Development throughout the business

VALUES

One Team - All Strong, All Different, All Supportive – The Same Goal

- Encourage freedom of individual expression
- Work together to achieve team goals
- We are accountable for our individual responsibilities first
- Put special effort into supporting each other to maximize potential
- Identify problems and resolve conflicts within the team
- Employ the power of positive peer relationships

Passionate and Inspiring – Delivering with Compelling Enthusiasm and Creativity

- Don't just say, do: lead by example
- Demonstrate lateral thinking to solve challenges
- Experiment and be prepared to fail; we will support you
- Objectively listen to other people's point of view; challenge and suggest something different
- Debate and explore potential
- Discuss ideas and share what excites us

Honesty & Integrity – Doing What's Right, Not What's Easy

- Openness in all our dealings
- We do what we say and when we say we'll do it
- We treat all fairly
- We listen carefully to understand and address the real needs of our clients within the framework of the contract
- We do not shy away from commercial discussions with clients when needed

Pushing the Boundaries – An Entrepreneurial Spirit

- 'Can do' attitude
- Be adventurous and learn from mistakes
- Be passionate and inquisitive about what you do
- Challenge what's possible and be optimistic about the possible
- Empowered to challenge one and all
- Stretch ourselves in the pursuit of excellence

Nurturing - Releasing the Potential of Our People

- Give honest and constructive feedback
- Support each other to achieve aspirational goals
- Recognise when colleagues are under pressure and offer support
- Actively encourage each other to push the boundaries
- Listen, hear and understand