



PHANTOM TEAM LEAD (NZ)



WHO/WHAT/WHERE/HOW/WHY IS PHANTOM?

Phantom is an independent digital creative agency with headquarters in London but looking to expand by opening a new office in the heart of Auckland. We've had pretty massive success and growth, working hand in hand with incredible clients including Google, Sony Music and The Financial Times. We started with just four Phantoms in 2013 and have grown to 30 since then.

We love being a young agency, excited everyday about what we do. Phantom is above all else a creative agency, but definitely not in the sense that we only care about making pretty things. Every single member of our team is an innovator, both creative and technical to the core. Together we truly have an incredible collection of experience, collaborating with people and brands that have inspired us to do amazing work.

To us, it's obvious that the traditional agency structure is outdated. Having been on the studio floor for years upon years, we understand and relate to every step and frustration of a project. We built Phantom on the foundation that we would never lose sight of this and worked to create an agency focussed entirely from the perspective of the studio, rather than management.

We're also really selective about who we work with. As a young agency, it's far more important for us to put our full energy into the brands we loved to work with, rather than attempting to spread ourselves thin. This has been a really successful approach for us, allowing to scale quickly while building a portfolio of incredible projects.

We really do love our clients and we're so lucky to work with some of the best in the world. They are awesome to us and in return, we work hard for their brands - creating innovative, technically advanced solutions to their challenges. Our projects are carefully planned, well paced and have incredible impact (we're talking millions upon millions of people across the world).

Last but not least, we're growing and always on the look out for the perfect new Phantom to join us. Our team of in-house designers, developers, project managers and strategists is small enough to ensure access to a varied and exciting career path, yet big enough to perform at the top of our game. We live to prove that a small, agile team can think and deliver huge.



WHAT MAKES A PHANTOM

People are everything. Our team, our clients and our users. We value individuality and have chosen Phantoms specifically to contrast and compliment each other's skills, styles and ambitions.

By nature we are perfectionists, thrive on collaboration, take inspiration from our interests and are always willing to go the extra mile and help each other out. We're also a little obsessed with our own brand and can usually be spotted wearing our logo on our shirt or laptop. Just a little symbol of how invested Phantoms are in their team and achievements.

A few pointers:

- + We are excited. We love what we do and our enthusiasm is always on show. We love that Phantoms don't hold back and dive right into projects.
- + We are naturals. We value genuine talent above almost all else and tend not to get too stuck on years or credentials where it's not important.
- + We care about each other. This means being resourceful, reliable and helpful to other Phantoms, as well as (of course) our clients and our users. We are genuinely all friends and like to spend time together.
- + We are driven. It's instantly obvious that this isn't just a job to us. We all equally want Phantom to prosper and all contribute to its success.
- + We value Innovative and creativity. Not just on the design team, but throughout the whole agency. Our brainstorming includes everyone - we know anyone can come up with the best idea.
- + We are strategic and analytical. Attention to detail and having the ability and initiative to solve problems effectively is extremely important to us.
- + We're proud. In no circumstance is there such thing as a bare minimum. We put our all into everything we do.
- + We have fun. Phantom is a really fun and social place to work. We make sure benefits of our success go back into the team.



WHY WE NEED YOU

We are ready for our next challenge and we are looking for an enthusiastic, hard working individual who'll work closely with us to establish and grow our New Zealand presence. Not only will you be responsible for the day to day running of the Auckland office but you will proactively use your good connections and confidence to contribute new business to the venture. To achieve these aims you should have good experience in pitching for new business and proactively following business leads, you are a motivated connector and enjoy organically building business.

You will report regularly back to the London office - you'll be our eyes and ears in New Zealand across anything business and team related. You will also be responsible for hiring across the NZ team as it grows.

We work incredibly closely with our clients, to the point where it's even a little weird calling them 'clients'. We have a no-bullshit policy, meaning we have a completely transparent and honest relationship with them that fosters mutual feedback. We see you being the main point of call for our clients across the overall strategy and operation of their accounts.

Put simply, we want to do incredible work that we're proud of and makes our clients love us. We live for it. Where there's an innovative solution to be had or simple amends to complete, we should have tackled it even better than anyone could have imagined.

HOW YOU'LL WORK

Initially this Auckland based role will report directly into the Managing Director, within the Client Services department in London.. Our standard hours are 9:30am to 6pm and we try our very best not to work too many stressful midnights. We'd prefer you to be full time and permanent.

There may also be some need to travel at times, so please try not to be too terrified of flying. Working with Google, we use VC (video conferencing) a lot to communicate with a multitude of different nationalities. You will also need to be equally confident presenting, speaking and responding quickly in person. Our clients are used to us being pretty damn approachable.

WHAT WE'LL NEED YOU TO DO

We're not at all a traditional agency ourselves, but if we were to split requirements into traditional roles, we'd see it as a really nice mixture of Account Direction and Program Management (with not too much of one or the other).



Program management

- + Utilise the valuable knowledge (and lessons learned) you've gained with your years of project management/ account management/ digital producer experience to ensure all projects run as perfectly as possible.
- + Think both small and big picture (sometimes both at the same time). This means understanding the client's overall long-term challenges as well as the immediate ones.
- + When necessary, think operationally and do everything in your power to ensure we deliver
- + Overview the day to day management of the studio.
- + Guard Phantom's processes both internally and client side. Adapt and improve these wherever necessary.
- + Be incredible at sharing results and successes with both the team and client.
- + Have a watchful eye over workflow, ensure it is both up to date and is utilising our resources in the best possible way.

Account Direction

- + Make sure our clients stay in love with us. Maintain the open and colleague-like relationship we already have and find new ways for them to love us even more.
- + Have regular and frequent meetings with all client contacts to gauge satisfaction.
- + Review and sign off all studio timelines, cost estimates and SOWs before they go to client. Work with the relevant people to ensure these are both appropriate and accurate.
- + Ensure all actions are followed up efficiently by the relevant team members.
- + Participate in new business pitches and attend meetings with prospective clients.
- + Make sure the PMs are invoicing in a timely manner.
- + Keep a living record of finances and project future potential income.
- + Problem solve and manage any issues through to a positive outcome.

Team leadership

- + Guide our Project Management team in their tasks, providing them advice and mentorship.
- + Ensure the whole Phantom team loves and trusts you. Listen to their pain points and work internally and with the client to improve them.
- + Run frequent team meetings to capture any red flags or issues ahead of time.
- + Escalate any issues of major concern to the Directors in a timely manner.
- + Participate in interviews for new team openings and conduct employee reviews ongoing
- + Assist in leading brainstorming for exciting new projects.
- + Keep in MD, TD and CD in the loop and aware of the both successes and issues in studio

HOW YOU'LL BE RIGHT FOR THIS ROLE

Your approach

- + Collaborative.
- + Transparent & honest.



- + Endless initiative.
- + Overly communicative.
- + Excited about our projects (and life in general).
- + Fun to be work with and be around.
- + Assertive where needed.
- + Motivated by achieving amazing results.

Your skills

- + Incredible project and people management skills.
- + Flawless written and spoken English.
- + Strong mentorship and leadership skills.
- + Fantastic resource and workflow management.
- + Ability to translate client briefs into sensible strategies and requirements for the team.
- + Solid understanding of finance.
- + Expert knowledge of industry tools.
- + Excellent documentation.
- + Remarkable communication with clients as well as technical and creative team members.
- + Ability to stay calm and prioritise in times of tight deadlines and conflicting demands.

Your credentials

- + Plenty of digital experience, this is essential.
- + Proven success leading teams.
- + Examples of past clients who have loved you.
- + A university degree in a related field. While this isn't everything, it at the very least shows your ability to commit and complete a challenge.
- + Vast experience across agency or in house marketing environments. Preferably both.
- + At least 2 years experience in a senior and/or leadership role.

Bonus points

- + Basic knowledge of coding languages
- + Great eye for design
- + A keen interest in new business and helping expand the Phantom empire
- + It never hurts to speak another language
- + Knowledge of Google Analytics and other Google tools
- + Experience working closely with Google
- + Interests outside of work that are fun to talk about

GO AHEAD AND APPLY

We'd love to hear from you. Please get in touch with Managing Director Emily Shorvon (emily@phntms.com) with your CV and cover letter.

Please note: This role may include other duties and responsibilities from time to time and may be subject to



review and amends to reflect any changing needs of the business.