

Job Description

Job title: Assistant
Journal Manager –
Production

Department: Journals Production

Reports to (title): Production Manager

Division: GAB Operations

Date: 31/05/2018

PURPOSE OF THE JOB

To support external clients (journal editors, learned Societies, editorial offices) by ensuring production processes and outputs match client needs. To provide clients with regular and accurate reports on production performance. To collaborate with clients to manage changes in processes and requirements as needs evolve.

PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS

Maximum of 10 Accountability Statements

1. Provide regular, accurate reports to clients to an agreed schedule, demonstrating production performance against agreed goals, providing contextual information and analysis, and where appropriate making recommendations to improve processes and performance.
2. Consult with clients on options for all aspects of the production process, making recommendations and highlighting risks to ensure strong, sustainable processes that match client needs and meet client expectations.
3. Ensure any updates to client requirements are promptly and accurately communicated to the relevant internal teams, to support effective delivery of content and services to agreed standards.
4. Act as the point of contact for queries and feedback received from the client, responding in a timely and professional manner and, where appropriate, engaging internal teams to resolve issues, provide analysis, and improve performance.
5. Proactively communicate any updates or changes to the production process relevant to the client, soliciting feedback or decisions where required.
6. As required, represent OUP's production services in conference calls and face-to-face meetings with clients, including occasional travel.
7. Collaborate with other production teams and internal stakeholders to achieve department and business goals and to ensure an outstanding experience for customers and clients during the production process.

KNOWLEDGE AND EXPERIENCE

Essential:

- Degree level qualification or equivalent.
- Excellent communication skills
- Good organizational skills
- Superior negotiation and influencing skills
- Ability to work independently, handle multiple projects simultaneously, and work to tight deadlines
- Ability to work in a team

- Ability to learn quickly and work flexibly with varied software
- Ability to comprehend and communicate complex information
- Good IT skills

Desirable:

- Advanced computer skills
- Experience in a production environment
- Experience in a publishing environment
- Experience of client account management
- Excellent presentation skills

KEY INTERFACES

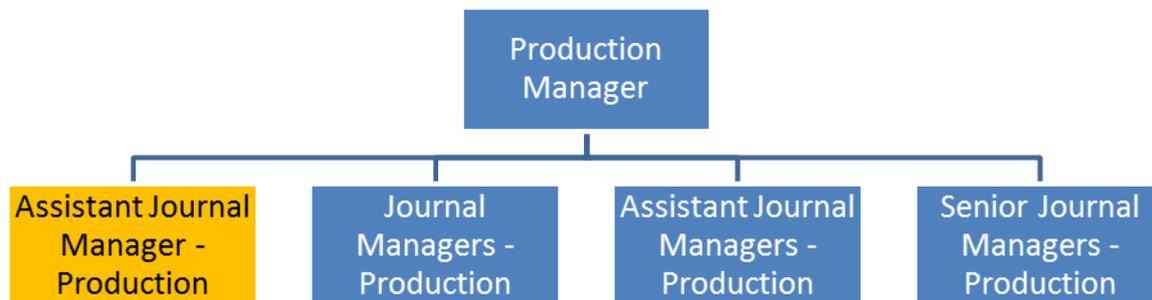
Internal: Journals Production teams, Journals Editorial

External: Journal editors, editorial offices, Society contacts

DIMENSIONS

- ~410 journals, ~50,000 corresponding authors per year (team)

ORGANIZATION CHART



Maximum of two pages – end of job description