

## Job Description

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**Job title:** Assistant  
Supplier Operations  
Specialist

**Department:** Journals Production

**Reports to (title):** Production Manager

**Division:** Academic Operations

**Date:** 22/06/2020

### PURPOSE OF THE JOB

To manage the performance of front-list journals suppliers, including freelancers, during peer review and production, to ensure the ongoing timely delivery of high-quality journals content, and to support continuous improvement.

### PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS

*Maximum of 10 Accountability Statements*

1. Create and maintain accurate documentation for suppliers.
2. Ensure suppliers are accurately briefed and use processes and tools appropriate for product requirements.
3. Resolve general and specific problems with supplier performance identified by stakeholders.
4. Provide guidance to suppliers as queries arise and as new priorities emerge.
5. Collaborate with suppliers to implement new requirements, processes and tools, including managing the set-up of new journals and the introduction of new suppliers to established journals.
6. Employ appropriate quality-assurance, quality-control and tracking methods to assess supplier performance and drive continuous improvement.
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
- 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
- Good IT skills

Desirable:

- Superior negotiation and influencing skills
- Experience in a production environment
- Experience in a publishing environment
- Familiarity with copyediting and typesetting processes
- Familiarity with XML
- Experience managing contractors or 3<sup>rd</sup>-party suppliers
- Experience in creating or managing technical documentation

### KEY INTERFACES

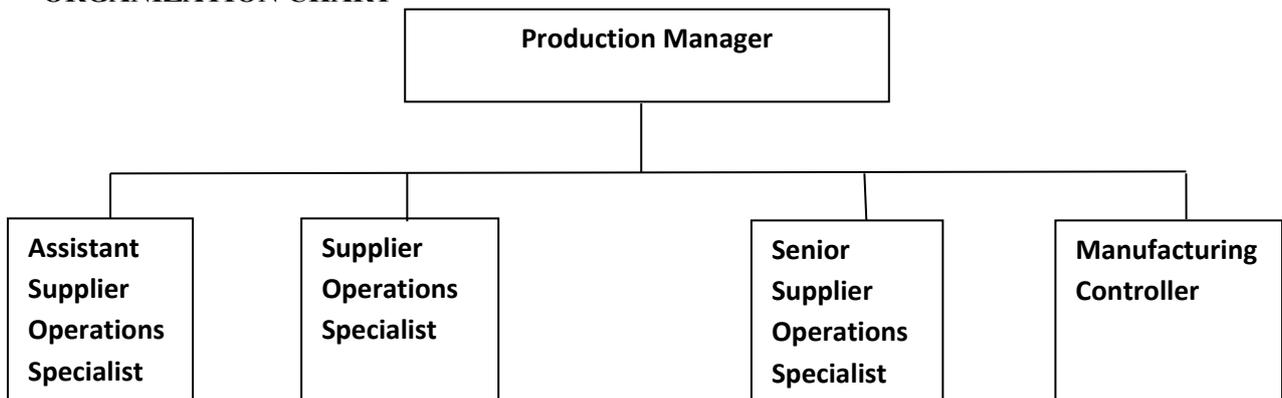
Internal: Journals Production teams, Content Delivery—Digital, Pre-press Editorial.

External: 3<sup>rd</sup>-party suppliers, freelance contractors

### **DIMENSIONS**

- ~420 journals, 5 typesetters, 5 editorial support firms, ~100 freelancers (Managing Editors, copyeditors, proofreaders)

### **ORGANIZATION CHART**



*Maximum of two pages – end of job description*