

Content Creation Manager

1 JOB DESCRIPTION

Faculty / School or Division: Bristol University Press

Faculty/School or Division Address: 1-9 Old Park Hill, Bristol, BS2 8BB

Job Family:	Professional & Administrative Services		
Grade:	J	Salary range:	£37,345 - £42,036
Hours of work:	0.6 FTE	Contract type:	Fixed Term Contract- Available from 18/11/2019-14/08/2020
Work pattern:	Part-time (3 days/flexible)	Vacancy Reference Number: SUPP105564	

1.1 Main Job Purpose

The **Content Creation Manager** is responsible for the planning, scheduling and prepress processing of all Bristol University Press and Policy Press book titles. Their role works in conjunction with their colleague – the Product Delivery Manager – to ensure the successful publication digitally and in print of the BUP/PP programme. They are *directly* responsible for all the prepress activities (copy editing, typesetting, proofing and indexing, creating final files), whilst the Product Delivery Manager is responsible for the delivery of the final products in print and digital form, with final accountability for the programme residing with the Operations Director.

The post holder will therefore lead in defining and implementing the processes to be followed and in appointing and managing suppliers. They will continuously monitor working practices and processes and look for opportunities to improve the workflow to enhance efficiency (time, cost) and improve the products (quality), and as appropriate will engage in projects to enable change. They are responsible for line managing the Senior Production Editor and the Production Editor (the latter for their role in book production).

The Content Creation Manager has responsibility for controlling the editorial quality of the finished products, liaising with their editorial colleagues to ensure manuscripts handed over are of sufficient quality to be processed, before ensuring that the BUP standards are then applied during the prepress phase.

They will work closely with the Operations Director and the Product Delivery Manager to monitor performance and make changes to the workflow where improvements are identified as being necessary.

Whilst they will manage the overall prepress programme, within the programme they also have specific 'list' responsibility for two of the product ranges, scholarly trade and textbooks, and will represent these to the management and editorial teams.

They also handle the production of 20-30 titles per annum and will ensure that all titles managed by themselves are published to time, to budget and to Bristol University Press (BUP) quality standards. They take their publications through production from receipt of

final typescript to finished files. This includes managing projects in-house and copy-editing or proofreading them, or outsourcing to external service providers, as well as implementing a Quality Control [QC] procedure before titles are sent to the Product Delivery Manager.

1.2 Main Statement of Responsibilities

Analysis, Reporting and Documentation

- Ensure that prepress production records for the programme are kept up to date on the publishing database and inform colleagues of changes and progress. Analyse implications of shifts in schedule, forecast, and budget. Present to management team as appropriate.
- Define and create KPI reports for prepress activity to share with management team and to be used to identify areas for discussion and action.
- Provide updates on their own titles' data for weekly production meeting.
- Monitor the quality of editorial services and collate feedback on their own and the team's titles – negative or positive – to discuss with the Operation Director and to feedback at monthly Management Team meetings.
- Provide performance information to the Operations Director and then editorial and management boards as required.
- Review historical performance in order to provide budget proposals to the Operations Director for the prepress stages of production to enable the annual budget to be assembled in line with the five-year business plan parameters
- Using the approved annual prepress production budget manage the team in allocating titles to agreed suppliers and freelancers, monitor costs and resolve cases (and record reasons) where freelancers have requested extra resources due to difficulties encountered.
- Receive freelance fees forms and pass to Production Assistant for processing and archiving.

Customer Services & Support

- In this context defined as Author and Editor Services and support
- For the programme;
 - Ensure that the team are communicating schedules at a title by title level to authors and editors that reflect the business requirements.
 - Design and deliver training and guidance documents to inhouse colleagues on the workflow to be followed and standards required. Document BUP prepress production protocols and processes and share with external service providers to maximise service quality, efficiency and continuity.
 - Lead the department in managing author communications, defining standards, messages and schedules. This includes copy-editing and proof-reading conventions (house style), libel and legal responsibilities, copyright requirements and requires making complex technical issues clear to authors and editors.

- Manage and build relationships with key service providers (e.g. project management and typesetting companies).
- Provide specialist/professional advice and recommendations to the editorial team on schedules, quality, content coding and production processes to support them in their author negotiations and commissioning decisions.
- For their titles:
 - Agree a production schedule with authors and keep them informed of the progress throughout the production process.
 - Support the author throughout the production process offering advice and feedback at all stages.
 - Copy-edit and proofread as required, involving scrutiny of style, substance, sense and grammar.
 - Undertake corrections to authors' proofs.

Planning & Organising

- Provide budget and resource planning information; monitor and adhere to agreed annual programme budgets. Manage the prepress delegated budget under the direction of the Operations Director.
- Contribute to the annual operational planning and longer-term strategic planning for the Production Department with the Operations Director and Product Delivery Manager and make recommendations about changes required to ensure a high quality, efficient and affordable service is provided.
- Plan and schedule all BUP and PP titles from final typescript delivery to publication in liaison with the Commissioning, Marketing and Sales Teams. Oversee resources and allocate titles to members of the production team to process, assessing workloads to avoid overloading.
- For the programme monitor high level schedules and overall costs. Act as a point of escalation for the team to advise editorial and sales and marketing colleagues of significant issues.
- For their own titles, monitor schedules and costs, chase missed deadlines and inform colleagues/authors/freelancers/suppliers of any changes.
- Set own work schedule, in conjunction with Operations Director, Product Delivery Manager and Production Team colleagues taking account of objectives to be achieved within the department during the course of the week, month, quarter and budget year.
- Lead change management projects to improve the overall prepress production process.

Liaison

- For the programme:
 - Liaise with the CEO, Operations Director and Head of Commissioning over scheduling, quality control and standards, and handover processes in order to ensure that the needs of the business are identified and met.

- Represent the prepress function in internal management meetings, communicating on issues seen and solutions being proposed.
- Liaise and build strong working relationships with external suppliers.
- For the Trade and Textbook lists
 - Recognising the special handling requirements of these two lists, represent the lists to the editorial teams, meeting and liaising with them to discuss both the overall list as well as specific titles. Where titles are delegated to other members of the Production team maintain oversight of their progress.
- For their titles:
 - Liaise with the Commissioning Editor for each title and agree editorial outcomes and processes in advance.
 - Commission, supervise and brief appropriate freelance staff to provide editorial services (copy-editors, cover designers, indexers, typesetters, project managers, proof readers and translators) and ensure that freelance briefs are followed.
 - Allocate resources to projects within budget, while maintaining quality, and monitor costs and delivery. Negotiate terms and conditions with freelance staff.

Decision Making

- Respond to changing priorities or situations within Bristol University Press, analysing and considering what procedures to follow to achieve the required result and/or further implications, for example the implications for the prepress function for Open Access publishing, new international products (eg US formats and spelling conventions) or new product lines that are developed.
- Decide on the best approach to prepress production queries, taking into consideration wider implications regarding complex cases, written documentation and specialist queries with support from the Operations Director when needed.

Problem Solving

- Act as the escalation point for prepress issues from the team, proposing solutions and liaising as required; assess priorities for resolution of issues.
- Receive and assess typescripts on handover from Commissioning, identify any problems and take appropriate action to rectify them.
- Monitor the quality of all publications in terms of conformity to the house style of Bristol University Press (ie, its preferred manner of presentation and layout), consistency with regard to the specialist phrases and terms used by authors and overall appearance. Make decisions to rectify any content queries not addressed by authors.
- Liaise with authors/editors/contributors to provide guidance over any queries relating to editorial and proof-reading queries and clearance of copyright and permissions.
- Perform final pre-press quality checks, ie, in-depth, page-by-page checks of all titles, and decide where corrections are essential or may be waived.

- Provide support and guidance to the production team and external service providers to resolve prepress budget and resource problems where projects are not in line with original brief.

Continuous Improvement

- Review the production of all completed titles, checking that they were to schedule, to budget and of expected quality and make suggestions for adjustments to systems or processes as necessary.
- Propose changes to the workflow and production processes internally and through external service providers to make more efficient or to take advantage of new opportunities arising.
- Lead any prepress change management projects to improve the overall process, quality and cost effectiveness under the direction of the Operations Director and in liaison with the Product Delivery Manager and Head of Commissioning.
- Ensure the existing freelance supplier list is developed to ensure the continuation of excellent quality editorial services. Set up selection and testing processes for new freelancers, and monitoring processes for existing ones with the Senior Production Editor and Production Editor.
- Continue to develop production and editorial skills as new technology and digital solutions are rolled out.

People Management

- Manage the members of the production team working on books' prepress (currently the Senior Production Editor and Production Editor) ensuring that the work of team is carried out and performed to the required standard, taking necessary follow-up measures as required.
- Undertake monthly meetings with direct reports, provide supportive annual review and development process and identify training requirements.
- Train and provide mentoring and support to junior production colleagues.
- Provide accurate, timely and constructive feedback to freelance staff (see above).
- Manage the team regarding staff welfare issues (e.g. disciplinary or other performance issues) that are covered by documented UoB procedures, recognising when the matter should be referred to the Operations Director or advice on how to respond obtained from HR.

1.3 Relationships

Line manager:

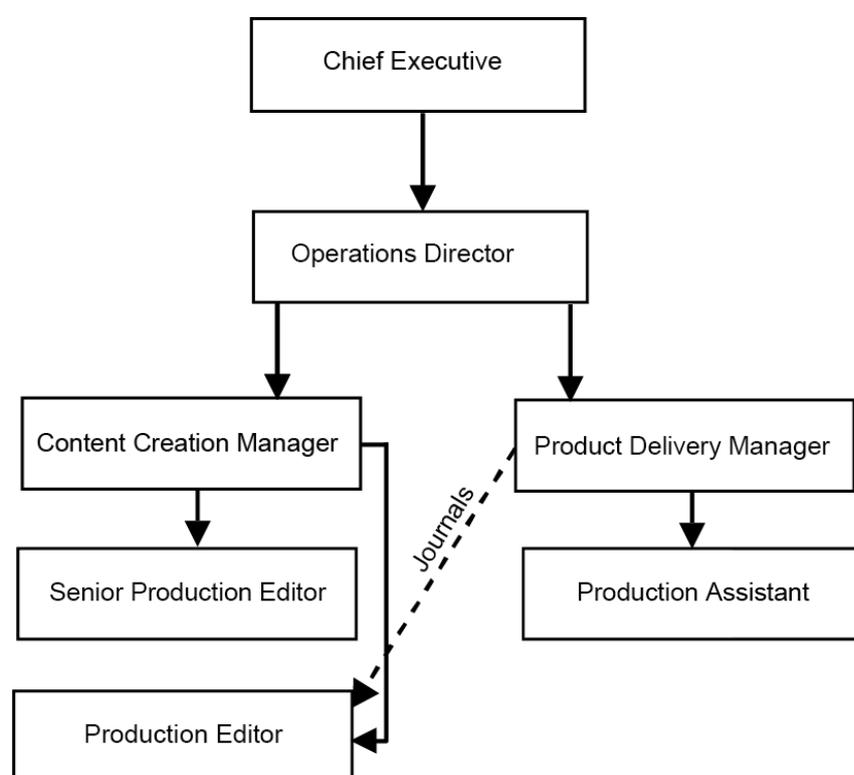
Operations Director (TBA)

Line manager to:

Senior Production Editor

Production Editor

1.4 Organisation Charts



1.5 Job Hazards/Safety Critical Duties (Pre-employment health screening)

- Not applicable

2 PERSON SPECIFICATION

2.1 Relevant Experience, Skills and Knowledge

Essential

- Excellent working knowledge of all stages of the book publishing processes gathered from substantial publishing experience, with detailed knowledge of the editorial, indexing and typesetting processes.
- Excellent project management skills, with significant experience of managing a large volume of editorial projects through production. Excellent copy-editing and proofreading skills, using industry standard guidelines with substantial hard copy and onscreen editing experience. Prior experience of handling out of house suppliers, hence having a thorough understanding of best working practices, processes and procedures to be used.
- Proven planning skills based on running a list of titles, including allocating this to in and out house staff
- Meticulous attention to detail, delivering an exceptionally high standard of accuracy.
- Editorial experience in the social sciences
- Ability to work under pressure, working on a large number of projects and consistently meet deadlines.
- Line management experience – coaching, motivation, managing performance.
- Strong Microsoft Office skills.
- Knowledge of Adobe Creative Suite software.

Desirable

- Knowledge of XML

2.2 Relevant Qualifications

Essential

- First degree or professional equivalent, preferable in the social sciences.

Desirable

- First degree/masters in publishing.

2.3 Communication and Interpersonal Skills

Essential

- Ability to work with people at all levels, including need for tact and diplomacy and excellent negotiation skills.
- Excellent level of literacy, command of grammar and ability to judge good clear writing.

- Proven communication, presentation and interpersonal skills. Confident in presenting to groups and clearly explaining complex issues in an understandable way. Experience of communicating with outsourced suppliers.

Desirable

- N/A