

## POSITION DESCRIPTION



**Name:**

**Job title:** Content Manager – School/Export

**Date:** July 2022

**Department:** GPM

**Reports to:** Content Service Manager – Product Backlog

**Basic purpose:**

The Content Manager – School/Export is responsible for the end-to-end project management of digital and print content across Primary, Secondary and Export divisions. Ensuring that content standards are met, and that costings and schedules are delivered within budget and on time.

To provide support to the Content Service Manager – Product Backlog, Content Managers, Content Developers, Learning Designers, Publishers, Product Managers as needed.

**Principal accountabilities:**

Key Outcome and Area	% of Total Job	Objectives and Tasks	Core Competencies	Standards
Project management (content budgets and schedules)	50%	<ul style="list-style-type: none"> <li>Set up new projects using SaaS work management software, based on both bespoke and standardised workflows, liaising with the permissions, editorial, publishing, digital, design and content development</li> <li>Promote agile pod-style ways of working with responsibility and accountability to deliver given product and discipline strategy on an almost daily basis</li> <li>Proactively maintain and update key stages in the schedule and effectively communicate any changes to internal staff and external vendors according to the agreed timeframes.</li> <li>Facilitate the creation and build of digital-first courseware, including interactive assessment modules, using online authoring software</li> </ul>	<ul style="list-style-type: none"> <li>Aptitude for working with work management software</li> <li>Ability to initiate both waterfall and agile project management methodologies</li> <li>Excellent written and verbal communication skills</li> <li>High level project management and negotiation skills with the ability to handle complex agile projects</li> <li>Ability to focus on the bottom line providing different strategies to complete tasks and projects. Identifies risks and plans to mitigate them</li> <li>Extensive operating knowledge of scheduling tools and systems</li> </ul>	<ul style="list-style-type: none"> <li>A relentless focus on our customers</li> <li>Projects meet budget, deadlines and Cengage content standards</li> <li>Accurate schedules with transparent timelines and status updates</li> <li>Embraces Cengage ethos and credo</li> <li>Adherence to Cengage WCAG 2.1 accessibility standards</li> <li>Conscientiousness, persistence and reliability in record maintenance and communication</li> <li>Invoices processed accurately and on time</li> </ul>

		<ul style="list-style-type: none"> <li>• Build digital content in collaboration with Learning Designers and Digital Delivery Quality Partners</li> <li>• Pilot new product workflows using SaaS-based authoring tools and advise and train other project managers on the roll-out of these new workflows.</li> <li>• Record and maintain project costs and schedules and streamline existing workflows where appropriate.</li> <li>• Process invoices, raise print orders and deliver press-ready files to printers.</li> <li>• Assist and support content managers and insourcing team in all production aspects when required.</li> <li>• Any other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• Organised and task-orientated</li> <li>• Excellent knowledge of the production process</li> <li>• Analytical and problem-solving abilities with keen attention to detail and follow through</li> <li>• Ability to multi-task and efficient time management skills</li> <li>• Ability to communicate in non-technical language to others to obtain a clear understanding</li> <li>• Interpersonal skills with the ability to build relationships and a willingness to help others</li> <li>• Anticipates and adjusts for problems with the ability to identify the key issues in complex situations, apply good judgment and timely decision-making to prioritise work and effort</li> <li>• Ability to work independently and as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>• Effective communication demonstrating mutual respect and acceptance of diverse thoughts and backgrounds</li> <li>• Support provided</li> <li>• A positive attitude to problem-solving, questioning the status quo and willingness to take calculated risks</li> <li>• Setting the bar higher to achieve the best possible outcome</li> </ul>
Vendor management	20%	<ul style="list-style-type: none"> <li>• Allocate print finishing, composition and digital conversion vendors to all front-list titles, and freelance Illustrators (if applicable).</li> <li>• Commission type-coding, copyedit and proofreading services from offshore third parties</li> <li>• Coordinate ongoing phases of Quality Assurance (where applicable)</li> <li>• Facilitate the use online authoring tools to create epub and assessment activities at scale</li> <li>• Communicate scaled pricing to suppliers/vendors for each project.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Interpersonal skills with the ability to build relationships</li> <li>• Ability to listen and understand internal and external customers and understand their needs</li> <li>• Ability to prioritise urgent tasks, and keep all aspects of the job under control</li> <li>• Ability to interpret and translate information to teams and individuals, and to report effectively to management</li> </ul>	<ul style="list-style-type: none"> <li>• A relentless focus on our customers</li> <li>• Meets budget</li> <li>• Ability to build rapport and mutual respect</li> <li>• Friendly, transparent and proactive communication</li> <li>• Meetings held and active participation</li> <li>• Vendors adherence to Cengage standards</li> </ul>

		<ul style="list-style-type: none"> <li>• Monitor and assess vendor performance and ensure that suppliers (editorial, composition, digital conversion, prepress) adhere to Cengage standards.</li> <li>• Ensure that the finished product complies with internal quality checks and within budget.</li> <li>• Facilitate and actively participate in periodic publishing and editorial meetings when required.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages others to obtain, share, interpret and apply information useful to the business performance</li> </ul>	<ul style="list-style-type: none"> <li>• Collaboration, sharing ideas and learning in a team environment, challenging ourselves and others</li> </ul>
Estimates and reporting	10%	<ul style="list-style-type: none"> <li>• From information supplied by publishers create initial costing for new project proposal and ensure all information is accurate after proposal for initial costing approval.</li> <li>• Generate / maintain costings using online quotation tools or direct communication with Cengage's preferred vendors.</li> <li>• Maintain accurate reporting tools and communicate delivery dates to all internal key stakeholders e.g., sales, marketing, publishing and shipping.</li> <li>• Acquire quotes for unusual specifications directly with preferred vendors.</li> </ul>	<ul style="list-style-type: none"> <li>• Meticulous attention to detail</li> <li>• Ability to prioritise tasks</li> <li>• Excellent knowledge of the production process</li> <li>• Excellent written and verbal communication skills</li> <li>• A positive attitude to problem-solving</li> <li>• Analytical skills</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate costings</li> <li>• Cost reduction</li> <li>• Meet target completion dates</li> <li>• Conscientiousness, persistence and reliability in record maintenance and communication</li> </ul>
Purchasing	5%	<ul style="list-style-type: none"> <li>• Generate purchase orders that are accurate in specification and cost.</li> <li>• Create low-cost vendor profile from eTrans / Action, whilst ensuring printing specifications are accurate.</li> <li>• Proactively explore low-cost alternative specifications without compromising market expectations.</li> <li>• Check and approve invoices up to an approved budget amount of \$10,000 per invoice.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Detailed research skills</li> <li>• Meticulous attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate record keeping and reporting</li> <li>• Cost reduction</li> <li>• Accurate purchase orders</li> <li>• Timely authorisation of invoices</li> </ul>
Continuous Improvement	10%	<ul style="list-style-type: none"> <li>• Supports continual iterative Improvement processes throughout the entire project lifecycle including supporting Product Managers and Content Delivery Experts</li> </ul>	<ul style="list-style-type: none"> <li>• Problem-solving abilities with keen attention to detail and follow through</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous improvement and improved efficiency</li> </ul>

		<ul style="list-style-type: none"> <li>• Seek opportunities to enhance documentation, work management software blueprints and supported systems to improve processes and procedures.</li> <li>• Keep abreast with the continual change in technology developments and share knowledge with manager and team.</li> <li>• Actively seek opportunities to extend and enhance personal knowledge and skills in order to better support customers and colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• A willingness to support and help others</li> <li>• Ability to use initiative and take responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Self-initiated training and development of knowledge</li> <li>• Demonstrated initiative for issue resolution and new ideas to add value to users</li> <li>• Participation and contribution of processes improvement projects</li> <li>• A positive attitude to problem-solving questioning the status quo and willingness to take calculated risks</li> </ul>
Workplace Health and Safety	5%	<ul style="list-style-type: none"> <li>• Be aware of duty of care and act in a safe manner.</li> <li>• Ensure all company WH&amp;S policies and procedures are adhered to.</li> <li>• Be familiar with property security, first aid and fire emergency procedures.</li> <li>• Report any hazardous situations, incidents or accidents and take immediate action if applicable to reduce risk of injury.</li> <li>• Participate in WH&amp;S investigations when required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to follow policies and procedures</li> <li>• Ability to use initiative and take responsibility</li> <li>• WH&amp;S aware</li> <li>• Analytical and problem-solving abilities</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence to WH&amp;S policies and procedures</li> <li>• Increased WH&amp;S awareness</li> <li>• A positive attitude to WH&amp;S</li> <li>• Reduction of number of WH&amp;S incidents</li> </ul>

**Main contacts:**

Internally: Content Service Manager – Product Backlog, Head of Content Management, content managers, team leads, Creative team, Permissions, Digital Platform team, Product Managers, Content Developers, Shipping, Sales and Marketing teams

Externally: Print composition, digital conversion, content finishing, QA and manufacturing vendors

**Education / Qualifications / Experience:**

Tertiary qualification  
 Proven experience in similar position / environment  
 Print and digital production qualifications

**Our Ethos:**

<p><b>Put Learning First:</b>          We accelerate new ways of lifelong learning for everyone, including ourselves, with a relentless focus on our customers</p>	<p><b>Embrace the Unknown:</b> We question the status quo and take calculated risks to transform how the world learns. We are resilient and audacious</p>	<p><b>Set the Bar Higher:</b>          We challenge others, and we challenge ourselves even more. We are always improving and never satisfied. We are unstoppable</p>	<p><b>Do More Together:</b>          We are powered by people with diverse thoughts and backgrounds. We collaborate to create a whole that is stronger than the individual parts.</p>	<p><b>Be Candid:</b>          We take ownership of everything we do and treat each other with mutual respect. We are transparent because we see problems as opportunities to improve.</p>
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