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**POSITION DESCRIPTION**

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**Name:**

**Job title:** Content Delivery Specialist

**Date:** January 2019

**Department:** GPM Australia

**Reports to:** Content Services Manager - Product Backlog

**Basic purpose:**

The Content Delivery Specialist is responsible for project managing the delivery of print and digital content to various outputs, on time, within budget, and to the required technical attributes. The deliverables will include various text, assessment, art, metadata and ancillary components for use in proprietary and third party digital and print products for current and emerging platforms.

The responsibilities also include briefing and packaging the requirements and other process documentation related to workflows, systems and tools, as well as provide assistance to the Content Services Manager – Product Backlog when required.

**Principal accountabilities:**

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| **Key Outcome and Area** | **% of Total Job** | **Objectives and Tasks** | **Core Competencies** | **Standards** |
| Project management  | 50% | * Project manage the production process for assigned Export, Primary, Secondary, Higher Education and Custom (Compose) print and digital products.
* Manages day-to-day tasks, including end-to-end outsourced projects, assigning work, responding to queries, and providing feedback on quality and timeliness to vendor and managers, as assigned.
* Work collaboratively with Global Product Management (GPM) and Global Product Technology (GPT) stakeholders, QC teams and Cengage approved vendors to understand specifications, content and delivery expectations.
* Project manage all stages of the content conversion process for requests from third party content aggregators, institutions and export clients.
* Documentation of relevant processes in Confluence, metadata structures, and data flows as requested.
* Any other duties as directed.
 | * Project management skills
* Sound knowledge of the production process
* Multi-tasking and time management
* Excellent written and verbal communication skills
* Operating knowledge of content production practices and tools, including content management, project tracking systems and file preparation skills
* Excellent presentation skills
* Negotiation and interpersonal skills with the ability to build relationships
* Meticulous attention to detail
* Ability to work independently and as part of a team
* Ability to prioritise tasks
* Willingness to learn and embrace new technologies, policies and procedures
 | * Projects delivered on time and within budget
* Correct project management methods used for each project
* Customer-first focus, putting learning first
* Adherence to Cengage’s policies and procedures
* Meet target completion dates
* Embrace Cengage’s values, ethos and credo
* Friendly, transparent and proactive communication
* Ability to build rapport
	+ Ability to prioritise urgent tasks, and keep all aspects of the job under control
* Excellent organisational skills
* A positive attitude to problem-solving
* Time management skills
* Setting the bar higher to achieve the best possible outcome
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| Production  | 20% | * Retrieving Jira job tickets associated with print, and digital corrections of content and product backlog.
* Schedule print and digital sprints using a combination of FileMaker Pro and Trello tools.
* Ensure that content corrections are taken in by either desktop operator or a preferred vendor, and by liaising with the editorial department ensure that they are correct.
* Create costings using pricing through eTrans, pricing grids or direct communication with Cengage preferred vendors.
* Deliver on time according to agreed vendor turnaround times.
* Ensure all corrections are archived according to requirements and ingested into Alfresco or onto local servers.
* Check and approve invoices up to an approved budget amount of $10,000 per invoice.
 | * Willingness to learn and embrace new technologies, policies and procedures
* Excellent communication skills
* Sound knowledge of the production process
* Skilled and systematic use of FileMaker Pro, Jira and Trello
* Analytical and problem-solving abilities with keen attention to detail and follow through
* Ability to adapt and manage change in a fast-paced environment
* Ability to work independently and as part of a team
* Product knowledge
* Operating knowledge of scheduling tools Filemaker Pro and Trello
 | * Conscientiousness, persistence and reliability in record maintenance and communication
* Meticulous attention to detail
* Proactive problem-solving, questioning the status quo and willingness to take calculated risks
* Data integrity
* Reprint costs
* Minimal communication problems due to effective communication, mutual respect and acceptance of diverse thoughts and backgrounds
* Invoices processed accurately and on time
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| Reporting | 10% | * Produce and circulate accurate weekly WIP reports for print and digital projects (content conversion, product backlog) using Filemaker Pro and Trello tools.
* Prepare monthly pipeline forecasts for manufacturing, composition, 3rd party platform, and conversion vendors using Filemaker Pro.
* Produce monthly royalty report from the Compose system.
 | * Ability to interpret and translate information to teams and individuals, and to report effectively to stakeholders
* Excellent written and spoken communication skills
* Detailed research skills
 | * Accurate record keeping and reporting
* Meticulous attention to detail
* Use of Trello
* Timely and detailed reports
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| Continuous Improvement  | 10% | * Supports Continual Improvement processes throughout the entire project including supporting colleagues during the audit process.
* Seek opportunities to enhance documentation, processes and supported systems to improve processes and procedures.
* Keep abreast with the continual change in technology developments and share knowledge with manager and team.
* Actively seek opportunities to extend and enhance personal knowledge and skills in order to better support customers and colleagues.
 | * Problem-solving abilities with keen attention to detail and follow through
* A willingness to support and help others
* Ability to use initiative and take responsibility
 | * Continuous improvement and improved efficiency
* Self-initiated training and development of knowledge
* Demonstrated initiative for issue resolution and new ideas to add value to users
* Participation and contribution of processes improvement projects
* A positive attitude to problem-solving, questioning the status quo and willingness to take calculated risks
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| Workplace Health and Safety | 10% | * Be aware of duty of care and act in a safe manner.
* Ensure all company WH&S policies and procedures are adhered to.
* Be familiar with property security, first aid and fire emergency procedures.
* Report any hazardous situations, incidents or accidents and take immediate action if applicable to reduce risk of injury.
* Participate in WH&S investigations when required.
 | * Ability to follow policies and procedures
* Ability to use initiative and take responsibility
* WH&S aware
* Analytical and problem-solving abilities
 | * Adherence to WH&S policies and procedures
* Increased WH&S awareness
* A positive attitude to WH&S
* Reduction of number of WH&S incidents
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**Direct reports:** Nil

**Main contacts:**

Internally: Content Services Manager - Product Backlog, Head of Production, Team Lead – Production (School/Export), Team Lead - Higher Education, project editors, production controller, Creative team, Publishing, Operations, Sales and US GPM/GPT

Externally: Composition, third party platform, conversion and manufacturing vendors

**Education / Qualifications / Experience:**

Proven project management experience in a similar position, within a production environment

Understanding of waterfall and agile workflows

**Our Ethos:**

* Put Learning First: We accelerate new ways of lifelong learning for everyone, including ourselves, with a relentless focus on our customers
* Embrace the Unknown: We question the status quo and take calculated risks to transform how the world learns. We are resilient and audacious
* Set the Bar Higher: We challenge others, and we challenge ourselves even more. We are always improving and never satisfied. We are unstoppable
* Do More Together: We are powered by people with diverse thoughts and backgrounds. We collaborate to create a whole that is stronger than the individual parts.
* Be Candid: 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.