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**POSITION DESCRIPTION**

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**Name:** TBC

**Job title:** Senior Production Controller – School (front-list)

**Date:** August 2018

**Department:** GPM

**Reports to:** Team Lead – Production (School/Export)

**Basic purpose:**

The Senior Production Controller – School (front-list) is responsible for the end-to-end project management of digital and print content across Primary, Secondary and Export divisions. Ensuring that costings and schedules are delivered within budget and on time.

To provide support to the Team Lead – School, production controllers, project editors, as needed.

**Principal accountabilities:**

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| **Key Outcome and Area** | **% of Total Job** | **Objectives and Tasks** | **Core Competencies** | **Standards** |
| Project management (production and schedules) | 55% | * Set up each project in Bookmaster and FileMaker Pro based on benchmark timelines, liaising with the permissions, editorial, publishing, multimedia, design and application specialists. * 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. * Initiate the corrections process with the project editors to ensure they are accurate and on time to meet key “To press” dates. * Pilot new product workflows, advise and train other project managers on the roll-out of these new workflows. * Record and maintain project costs and schedules and streamline existing workflows where appropriate. * Process invoices, raise print orders and deliver press-ready files to printers. * Assist and support production controllers in all production aspects. * Provide mentoring to Production team members when requested. * Any other duties as directed. | * Excellent written and verbal communication skills * High level project management and negotiation skills and ability to handle complex projects * Skilled and systematic use of MS Office * Extensive operating knowledge of scheduling tools and systems * Organised and task-orientated * Excellent knowledge of the production process * Analytical and problem-solving abilities with keen attention to detail and follow through * Ability to multi-task and efficient time management skills * Mentoring skills * Ability to communicate in non-technical language to others to obtain a clear understanding * Interpersonal skills with the ability to build relationships and a willingness to help others * Anticipates and adjusts for problems * A positive attitude to problem-solving * Ability to prioritise urgent tasks, and keep all aspects of the job under control and work towards deadlines * Ability to work independently and as part of a team | * Customer-first focus * Project meet budgets and deadlines * Up to date schedules with clear timelines * Embraces Cengage core values and competencies * Conscientiousness, persistence and reliability in record maintenance and communication * Minimal communication problems due to effective communication * Invoices processed accurately and on time * Support provided |
| Vendor management | 10% | * Allocate print and composition vendors to all front-list titles, and freelance Illustrators (if applicable). * Monitor and assess vendor performance and ensure that suppliers (editorial, composition, prepress and media production services) adhere to Cengage standards. * Communicate scaled pricing to suppliers/vendors for each project. * Ensure that the finished product complies with internal quality checks and within budget. * Facilitate and actively participate in periodic publishing and editorial meetings when required. | * Excellent communication skills * Interpersonal skills with the ability to build relationships * Ability to listen and understand internal and external customers and understand their needs * Ability to prioritise urgent tasks, and keep all aspects of the job under control * Ability to interpret and translate information to teams and individuals, and to report effectively to management | * Customer first focus * Meets budget * Ability to build rapport * Friendly, proactive communication * Meetings held and active participation * Vendors adherence to Cengage standards |

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| Estimates and reporting | 10% | * From information supplied by publishers create initial costing for new project proposal and ensure all information is accurate after proposal for initial costing approval. * Generate / maintain costings using pricing through eTrans/Action (web delivered estimating module) or direct communication with Cengage’s preferred vendors. * Maintain accurate reporting tools and communicate delivery dates to all internal key stakeholders e.g. sales, marketing, publishing and shipping. * Acquire quotes for unusual specifications directly with preferred vendors. | * Meticulous attention to detail * Ability to prioritise tasks * Excellent knowledge of the production process * Excellent written and verbal communication skills * A positive attitude to problem-solving * Analytical skills | * Accurate costings * Cost reduction * Customer-first focus * Meet target completion dates * Conscientiousness, persistence and reliability in record maintenance and communication |
| Purchasing | 5% | * Generate purchase orders that are accurate in specification and cost. * Create low cost vendor profile from eTrans / Action, whilst ensuring printing specifications are accurate. * Proactively explore low cost alternative specifications without compromising market expectations. * Check and approve invoices up to an approved budget amount of $10,000 per invoice. | * Excellent written and spoken communication skills * Detailed research skills * Meticulous attention to detail | * Accurate record keeping and reporting * Cost reduction * Accurate purchase orders * Timely authorisation of invoices |
| Continuous Improvement | 10% | * Supports Continual Improvement processes throughout the entire project including supporting Project Managers 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 | * 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 |

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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 |

**Direct reports:** Nil

**Main contacts:**

Internally: Team Lead – School Production (School/Export), production controllers, Creative Team, permissions, publishing, editorial, shipping, marketing and sales staff

Externally: Composition, multimedia and manufacturing vendors

**Education / Qualifications / Experience:**

Tertiary qualification

Proven experience in similar position / environment

Print and digital production qualifications

**Cengage Core Competencies:**

* Speed: Proactively gets things done quickly, with a high quality of work. Overcomes barriers and continually finds ways to be more efficient.
* Focus: Identifies core business problems and opportunities; seeks and proposes solutions while avoiding distractions. Persists through achieving deliverables.
* Collaboration: Committed to helping others be successful; partners with key organisational stakeholders, individuals and teams outside own functional area to promote business alignment.