



Job Description

Job Title	Ad Production Manager – Classifieds and Website Support Publishing Services Department
Location	Based at the Norwich office. The company reserves the right at any time to require you to work at a different location either on a temporary or permanent basis on reasonable notice.
Reference No.	APM1
Reporting relationships	Reporting to the Head of Publishing Services. Direct reports: Two Team Leaders
Job Purpose	Managing the classified ad production section ensuring that advertisements are designed to the demanded standards, deadlines and costs are controlled within the department budget. As part of the role your team will provide support to the classified vertical web sites by processing data and dealing with first line support issues from our customers
Job Dimensions	This role involves the ability to understand the business / customer needs along with balancing the drive to reduce costs and increase quality standards. It will also involve balancing a hands on approach with that of a forward thinking, commercially minded manager that understands business objectives. The Ad Production Manager is expected to look for and introduce ways of improving working methods, efficiency and ensure that design skills developed and improved.
Organisational Chart	As the Ad Production Manager you will report directly to the Head of Publishing Services, who in turn reports to the Operations Managing Director.
Main Responsibilities	<ul style="list-style-type: none"> • Working with team leaders forward plan and organise advertisement design across a range of products to ensure that internal and external customer requirements are met. • Maximise the benefits and use of ProMotor across all publications – newspaper and magazines • To ensure that the team provides first line support for our classified web sites • To establish and maintain good working relationships with all customer departments balancing the need to achieve department objectives with commercial objectives. • Along with other department managers seek ways of developing the use of technology available to benefit internal and external customers, which in turn reduces costs per page and errors, but increases creativity

	<ul style="list-style-type: none"> • Develop workflows which in turn improves customer care levels and shortens the process chain by removing non-value adding activity. • To establish and maintain good working relationships with user departments and customers by: <ul style="list-style-type: none"> ○ Efficiently producing quality publications and ensuring deadlines are met ○ Quickly and efficiently resolving issues internally and directly with advertisers • To manage, motivate and develop staff in a manner that reflects Archant values so that staff feel involved, valued and committed to achieving high performance standards by: <ul style="list-style-type: none"> ○ Cascading objectives ○ Monitoring individual and team performance ○ Ensuring all staff have development opportunities ○ Actively contributing to the development of staff • Manage the error rate down in a pro-active manner so that future mistakes are avoided. • To keep own skills and knowledge up to date especially in respect of subjects directly relevant to the overall department • To always uphold the Archant values set when dealing with internal and external customers – openness, innovation, quality and commitment.
Communication and working relationships	<p>The publishing services staff has contact with sales staff and external customers.</p> <p>Relationships with his/her own staff are critical to the success of the department, therefore coaching and persuading are essentials skills</p>
Hours of Work	<p>The business works a day and evening operation covering 5 days and 5 evenings a week. This position will require the applicant to work 37.5 hours a week with core hours being Monday to Friday 8.30am to 7pm</p> <p>The company reserves the right at any time to require you to work different hours either on a temporary or permanent basis on reasonable notice..</p>
Most Challenging part of job	<p>Working in publishing production can at times be pressurised, as the role requires you to work towards set deadlines with high volumes of work.</p> <p>To help balance these demands the production department offers a flexible, supportive and enjoyable environment.</p>
Health and Safety	<p>All employees must observe and comply with Archant’s policies and procedures for health and safety.</p>
Equal Opportunities	<p>All employees must observe and continually promote equal opportunities and customer care in compliance with Archant’s aims and objectives.</p>

Job Description Agreement	To be signed within 6 weeks of employment after discussions with the line manager. Manager..... Date..... Post holder..... Date
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