

Job Description

Job Title: Content Delivery and Print Manager

Work Location: Witney (minimum 40% office base)

Who We Are

Every day, millions of Christians risk their lives to follow Jesus. In more than 70 countries, Open Doors supports them by supplying Bibles, providing emergency relief and helping persecuted believers stand strong for the long-term. In the UK and Ireland, Open Doors helps the church to pray, give and speak out for those who share our faith but not our freedom.

Job Summary

To enable Open Doors UK&I to grow support for the persecuted church by helping the Head of Content to deliver content needs across the organisation. The postholder will fulfil a critical role in overseeing the successful delivery of content assets and projects requested by all Directorates. This includes managing the capacity of the Content team, overseeing print production and procurement, and managing the expectations and requirements of key stakeholders.

It's important that the potential candidate has excellent communication skills and is comfortable working within a fast-paced and changing environment.

About the Team

This role sits in the Supporter Engagement team and reports to the Head of Content. They will also work closely with project managers in the Marketing and the Strategic Relations Teams.

Hours

37.5 hours per week. Usually between 8.00am to 6.00pm Monday to Friday, with a minimum of 2 days per week based in the Open Doors office in Witney. Wednesday is a mandatory office day. This position involves some unsociable working hours at conferences and events for which TOIL (time off in lieu) may be claimed.

Responsibilities and Requirement

Project Management and Delivery

The individual will be responsible for overseeing the delivery of content requested from the Content team, including allocating resources, managing schedules and budgets, and monitoring and reporting on the status of a project. They will also manage relationships with related freelancers.

- Daily management of content projects and workflow, monitoring and managing the Content team's work pipeline to provide a bird's-eye view of all production activity
- Progress content development and production according to the defined Supporter Engagement processes, from initial request through to creative brief, budget, resource and deadline deliverable
- Manage project management platforms such as ClickUp and support team members in using it effectively
- Manage freelance requirements, including contracts and bookings
- Help manage budgets
- Assist marketing and project managers in the co-ordination of campaigns and projects from initial stages through to delivery and review

Stakeholder Engagement

The individual will be responsible for keeping key stakeholders fully appraised and engaged at the appropriate stages of each project, from initial request through to delivery. This will include requirement gathering, arranging and chairing project meetings where necessary, and regular communication as appropriate.

- Be first point of contact for content requests from staff across the organisation
- Keep key stakeholders informed and updated on requirements, supply and progress of projects
- Report on status and workloads
- Advise the Head of Content of roadblocks and challenges that require attention, as well as any opportunities for improvement
- Evolve existing and/or implement new processes where improvement is needed
- Hold planning, production and review meetings when required

Print Production and Procurement

The individual will lead on all aspects of print production and procurement. In particular, they will be responsible for ensuring that print resources produced to engage individuals, churches, youth and families are produced on time, on budget and to the required standard. They will also oversee the delivery of physical stands and materials for supporter events.

- Lead print production workstream for projects and programmes. Manage schedule, quality and budget with accountability to project managers, resolving issues and reporting risks.
- Print buying: manage suppliers, including establishing purchase orders, ensuring clear terms and conditions, establishing protocols for tendering/pitching as well as an approved supplier list.
- Contracts and supplier management of production and mailing suppliers: Review corporate production and mailing spend, identifying efficiency improvements, time savings and reducing costs.
- Event stand procurement: Collaborate with the Events Team to advise on stand production during the briefing and concept stages, and help to produce the stand from concept through to delivery.

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Applying Your Christian Faith to this Role

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All members of staff at Open Doors are expected to actively participate in this shared time and members of staff take it in turns to lead the act of collective worship.

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- Contributing to and leading daily devotions (this can be for the whole team or just smaller, departmental groups)
- Participating in retreats, days of prayer and fasting etc.
- Committing to private prayer for the work associated with this role, your direct reports and closest colleagues
- Working in such a way so as to reflect biblical principles of leadership and service
- Applying biblical principles of godly stewardship to operational responsibilities

- To be open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else

Limits of Authority

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

Who You Are

You will demonstrate the following essential criteria for this role:

Culture

- committed Christian who is completely in sympathy with the calling, mission and Core Values of Open Doors

Competency

- A-Levels or equivalent qualifications
- experience and understanding of project management or account management processes, including budgetary responsibilities, capacity management and document control
- excellent stakeholder management and communication skills
- strong administrative skills and eye for detail
- adept at working with and briefing creative teams/agencies
- broad knowledge of print, production and mailing
- strong understanding and experience of printing methods and ability to specify print requirements for production
- working knowledge of Adobe Creative Cloud and experience of briefing and proofing artwork
- skilled at working under pressure
- willingness to travel to events, particularly during the summer festival season

Character

- able to work effectively under pressure, managing multiple projects to meet tight deadlines
- emotional intelligence in working with people
- able to work with senior stakeholders and external suppliers
- responsible and mature outlook
- enthusiastic and self-motivated
- resilience to cope with peaks in workloads
- entirely thorough in ensuring due process; paying great attention to detail
- sound judgement in decision making

In addition, it would be desirable for you to demonstrate the following:

- project management experience working in the creative industry or non-profit sector
- experience in traffic management in a print house, ad agency or account management experience
- proficiency with project management platforms such as ClickUp or similar
- proven experience of delivering projects and managing stakeholders in a high-paced Marketing Communications environment
- experience of working with contractors and external suppliers to ensure work is completed to satisfaction
- understanding of marketing principles and ability to develop outstanding briefs
- understanding of the persecuted church.

Enhanced disclosure information may be requested from the DBS in the event of a successful application.

Our Statement of Faith

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;
and in Jesus Christ His only Son, our Lord,
who was conceived by the Holy Spirit;
born of the Virgin Mary;
suffered under Pontius Pilate;
was crucified, died and was buried.
He descended into hell,
the third day He rose again from the dead;
He ascended into heaven, and sits at the right hand of God the Father Almighty,
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;
the holy Christian Church;
the communion of saints;
the forgiveness of sins;
the resurrection of the body;
and the life everlasting.