

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Creative Services Producer		Accountable to: Head of Creative Services	
Contract Length: Permanent	Hours per week/FTE: 35	Weeks per year: 52	
Salary: £36,532 – 44,865		Grade: 4	
College/Service: Communications and External Affairs, UAL		Location: High Holborn (50% office-based and 50% remote working)	

Purpose of Role:

The Brand and Creative Services team at University of the Arts London (UAL) is pivoting. Against the backdrop of Covid-19 and challenges for our sector, our organisation needs to evolve to remain at the forefront of delivering, enabling and nurturing world class creative education. We recognise and understand the urgency of this requirement and want to drive changes from the heart of University.

As part of leaning into these unique challenges and opportunities we are looking for a Producer who will be crucial in enabling this way of working. This role will be key to growing, developing and delivering the smooth delivery of world class design and experience expected of a leading creative institution. We are seeking a design orientated, organised, creative problem solver who will report into, assist and support the Head of Creative Services and the Senior Designer to develop our offer. A team player who gets as excited about the big picture as well as the small details, diligent and not afraid of rolling their sleeves up. In turn we can offer a nurturing creative environment, a small, friendly social team and the chance to become part of exciting change at UAL.

Duties and Responsibilities:

Principal responsibilities

- Lead and be responsible for internal client services.
- Receiving and clarifying new creative services briefs and project management flow of projects through the studio – including scheduling, support the facilitation of workshops, client servicing
- Resource planning/management – including in-house and freelance/external designers, print production and management and project admin.
- Creative delivery, production management and delivery of effective on brand design assets for the organisation, across digital and print.

Departmental ways of working

- Report to, assist and support the Head of Creative Services and Senior designer
- Work to, support and feed into the team's agile approach
- Working with the Brand Team respond to new enquiries for the design team and transferring these into the design delivery flow to communicate the needs with the design team.
- Working with the Head of Creative Services and Senior Designer to liaise with and support colleagues in developing appropriate design briefs in keeping with the College and University brand.
- Advocate for design thinking and fundamentals as well as problem solving – for our team and across the organisation
- Work with the brand team to protect the brand and to evolve our visual identity
- Increasing the awareness and profile of the Brand and Creative Services team across the organisation
- Build strong networks and working relationships across UAL and our 6 Colleges, our Research Centres, and Institutes

Other responsibilities

- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships:

- UAL Communications and External Affairs team – Brand and creative Services team, Communications team, Policy and Advocacy team
- Stakeholders working into projects briefed into the Communications and External Affairs team.
- Other staff, external partners and suppliers etc with whom regular contact is required.
- Key teams across the University that are briefing projects to Creative Services, including Student Marketing and recruitment, Academic Enterprise, Estates and Development

Specific Management Responsibilities

Budgets: Print production and freelance design resource budget as required (on a project basis)

Staff: None

Other: Management responsibility for the Creative Services roster

Job Title: Creative Services Coordinator**Grade: 4**

Person Specification	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none">▪ Production, Project management or agile qualifications is desirable.▪ Good working knowledge of Trello, MSO Suite – specifically Excel and Outlook, Salesforce and Agile methodologies▪ Knowledge of Jira and Matrix / CMS a bonus▪ Experience in InDesign, Photoshop, Illustrator and MSO suite.▪ Demonstrates a good understanding of Brand, the creative application of graphic design, typography, colour and photography.
Relevant Experience	<ul style="list-style-type: none">▪ Experience in similar role/s▪ Experience of working in an Agile environment▪ Experience of project planning and management▪ Experience of stakeholder management / client servicing
Communication Skills	<ul style="list-style-type: none">▪ Communicates effectively orally, in writing and/or using visual media▪ Good team motivator
Planning and Managing Resources	<ul style="list-style-type: none">▪ Highly organised▪ Able to work independently and proactively to produce work of a high quality.▪ Plans, prioritises and organises work to achieve objectives and projects on time.
Teamwork	<ul style="list-style-type: none">▪ Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	<ul style="list-style-type: none">▪ Builds and maintains positive relationships with students and colleagues and/or customers▪ Able to manage and communicate with multiple stakeholders across projects, teams and the organisation
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none">▪ Creatively uses initiative to resolve problems▪ Proactively seeks to improve processes and projects

Last updated: 22 December 22