The Biochemical Society - Job Description for:

Job Title: Publishing Operations Manager
Reports to: Publisher
Department: Publishing
Location: Charles Darwin House, Roger Street, London

Overview
We are seeking an enthusiastic, experienced manager with a passion for the use of technology in transforming scientific communication to take charge of content workflows at Portland Press (the wholly owned publishing subsidiary of the Biochemical Society). In this role you will work creatively and proactively to lead the development of publishing operations and processes, ensuring top-quality digital products and online outputs, as well as print versions where relevant.

Harnessing emerging technology and driving innovations and efficiencies is a key aspect of the role. The position has management responsibility for the production team, and by establishing a culture of conscientious work and continuous improvement you will also ensure first-class author and customer service, and operational excellence across all publications. A key objective of this role will be to manage relationships with publishing-technology partners and drive cost-effective innovations and improvements to outputs and workflows.

Key accountabilities
- Strategy and planning
  - Lead the development of publishing technologies and processes for Portland Press and deliver against agreed digital strategies and growth plans
  - Deliver on individual product KPIs in terms of publications, timelines, usage, quality, reputation and customer service to ensure the achievement of strategic objectives, in collaboration with editorial colleagues and other departments
  - Set and manage the annual production budget and contribute to the budgeting process for publishing systems and potential integrations or system enhancements
- Portfolio management and quality control
  - Drive continuous improvements to KPIs within the production process in order to deliver a high-quality, cost-effective publication service in line with business strategy and researcher needs
  - Proactively seek relevant information and provide technical expertise on systems and processes, recommending improvements and new/better ways of working
  - Oversee potential integrations and/or system enhancements in the publishing technology space
  - Ensure top-class published outputs and simple, efficient author journeys
  - Lead the development and communication of (regular, actionable and timely) feedback to suppliers, providers, technology partners and others to maintain and improve quality of outputs
- Business acumen
  - Maintain awareness of the STM and competitor landscape and trends in publishing processes and data management
  - Manage relationships with suppliers, technology partners and freelancers, ensuring that publications and outputs are delivered on time and cost effectively to agreed quality standards
  - Carry out RfP and/or similar assessments of available technology providers and suppliers as may be needed in line with business strategy; contribute to negotiation of contracts where relevant
  - Identify opportunities for new products and services, including publishing partnerships; contribute to the development and implementation of plans for these
- Community network
  - Establish relationships with internal and external stakeholders, both in the UK and overseas, as necessary in order to deliver a reliable, efficient service and to generate new ideas
  - Build and maintain network and personal contacts within the scholarly publishing community
Contribute to growing and maintaining the international profile and reputation of Portland Press and the Biochemical Society in the STM publishing communities

Contribute to organisational strategic initiatives that support key scientific and community priority areas

- People management and development
  - Lead and motivate the publishing operations team, creating and maintaining a culture of continuous improvement and of working conscientiously and harmoniously with others
  - Ensure that team members are well informed about organisational activities and opportunities, financial and business plans
  - Coach, motivate and manage performance of staff

Key knowledge and skills
- Demonstrate a passion for STM publishing and the use of technology to transform scientific communication
- Proven experience in all areas of STM journal production, with a strong emphasis on electronic publication processes; proven knowledge of XML and experience of working with article metadata
- Commitment to excellent customer (researcher) service
- Good knowledge of publishing technology and industry standards
- Good knowledge of publishing policy, as well as industry-accepted procedures and practices
- Be able to communicate effectively with internal and external stakeholders
- Proven experience of managing strict budgets and working to KPIs
- Proven experience of managing/onboarding multiple offshore vendors and driving excellent performance from external suppliers and partners
- Pro-active approach to problem-solving
- Embraces change with a positive attitude
- Proven ability to lead and motivate a team
- Excellent organizational and communication skills

Competencies to be evidenced in this role are:

**Initiative and Creativity**
Plans work and carries out tasks without detailed instructions; makes constructive suggestions; prepares for problems or opportunities in advance; undertakes additional responsibilities; responds to situations as they arise with minimal supervision; creates novel solutions to problems; evaluates new technology as potential solutions to existing problems.

**Management Excellence**
Delivers results by maximizing organizational effectiveness and sustainability. Drives results through and with teams. Ensures that people have the support and tools they need, and that the workforce as a whole has the capacity and diversity to meet current and longer-term organizational objectives. Aligns people, work and systems with the business strategy to harmonize how they work and what they do. Conscientiously assigns performance goals, offers year-round performance feedback and conducts timely performance discussions and reviews.

**Judgment**
Makes sound decisions; bases decisions on fact rather than emotion; analyses problems skilfully; uses logic to reach solutions.

**Cooperation/Teamwork**
Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete.
**Reliability**
Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.

**Resource Management**
Accesses and reviews standard budget reports as appropriate for the organization; creates yearly spending plan for all budget accounts; keeps appropriate records of organizational spending and tracks it against spending plan; reallocates resources as organizational change occurs. Regularly analyses budget data to identify trends and improve the cost effectiveness of unit processes and practices.

**Support of Diversity**
Treats all people with respect; values diverse perspectives; participates in diversity training opportunities; provides a supportive work environment for the multicultural workforce; applies the philosophy of equal employment opportunity; shows sensitivity to individual differences; treats others fairly without regard to race, sex, colour, religion, or sexual orientation; recognizes differences as opportunities; values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas.

**Customer Service**
Listens and responds effectively to customer questions; resolves customer problems to the customer’s satisfaction; respects all internal and external customers; uses a team approach when dealing with customers; follows up to evaluate customer satisfaction; measures customer satisfaction effectively; commits to exceeding customer expectations.

**Problem Solving**
Anticipates problems; sees how a problem and its solution will affect other units or other aspects of content workflows; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyses current procedures for possible improvements; notifies manager of problems in a timely manner.

**Communication**
Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.

**Attention to Detail**
Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors processes; concentrates on routine work details; organizes and maintains a system of records.

**Engagement**
Engages people, organizations and partners in developing goals, executing plans and delivering results. Mobilizes teams, building momentum to get things done by communicating clearly and consistently, investing time and energy to engage the whole organization. Uses negotiation skills and adaptability to encourage recognition of joint concerns, collaboration, and to influence the success of outcomes. Follows and leads across boundaries to engage broad-based stakeholders, partners and customers in a shared agenda and strategy.