

**JOB DESCRIPTION**

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**Job title:** Production Manager

**Grade:** 6

**Responsible to:** Head of Digital Learning

**Date:** March 2023

**Job purpose:** Overseeing, planning and managing the production and development of Falmouth University's online courses in line with the strategic objectives of the University. Ensuring efficient and timely creation of all course content including design, production, development and build. This position will also manage the annual enhancement process for all modules, ensuring student and staff feedback drive continuous improvement.

Manage resource planning across key stakeholders and ensure optimal day to day running of Falmouth University's online course creation and enhancement processes.

**Main duties and responsibilities**

1. Lead cross functional teams, including academics, Digital Learning professionals and key stakeholders to ensure that online course content is developed and delivered on time and in budget.
2. Schedule and prioritise course development and build activity across our course and module portfolio. Create, maintain, update, and manage complex project plans and production schedules. Monitor progress and reflect changes as required. Track progress against set milestones and actively solve or escalate potential challenges.
3. Manage the production cycle (pre-production, production, post production and delivery) of course materials including but not limited to visual, text, and multimedia resources.
4. Line management of members of Digital Learning with a resource production focus such as, but not limited to, Learning Resource Designers and Digital Interns.
5. Communicate regularly with project stakeholders regarding resources, progress and status in line with established production and delivery schedules. Celebrating success, highlighting risks and escalating issues where required.
6. Analyse resource requirements and equipment needs for course production, including identifying and scheduling new staff requirements, understanding conflicting priorities, extenuating circumstances and mitigation options to ensure production is kept on track.

Working with key stakeholders and services to ensure the needs of course development are integrated into wider workflows.

7. Identify, assign work to and manage external organisations in line with Falmouth's procurement process, including the creation of tender documents, obtaining quotes, negotiating rates and outlining terms of service.
8. Lead the maintenance process for all live modules, working with academics and Digital Learning colleagues to schedule maintenance and enhancements, including content refreshing, and any other required changes; with minimal disruption and within budget.
9. Manage online production budget and escalate any concerns or variances.
10. Using evidence and feedback, propose solutions and improvements to production workflows that provide efficiencies.
11. Actively lead on communications with stakeholders at different levels to proactively and reactively manage production. Feeding back successes and resolving challenges where appropriate.
12. Develop onboarding and training support for academics in the development of high-quality learning resources and feed into the staff development process.
13. Develop and manage core information resources for Falmouth online relating to production, including intranet pages and staff training materials to support staff induction, clear documentation of all processes.
  
14. Develop and support open and professional lines of communication across stakeholders, academics and services relating to the course development process.
15. Coordinate all proofreading and testing activity to ensure that all content has been thoroughly checked and tested prior to release.
16. Manage filming requirements where needed and arrange film crews and editing as needed.
17. Ensure compliance with accessibility, copyright and fair use standards.
18. Keep up-to-date with industry developments and sector knowledge, looking for innovative concepts and solutions, and raise awareness of possible opportunities available.
19. Ensure own workload is highly planned, organised and structured to manage priorities and meet deadlines.
20. Act as a point of contact and champion for Online, creating a positive environment where creativity and service excellence can flourish.
21. Take on other duties as required by Head of Digital Learning.

#### **General duties and responsibilities**

1. To perform to high professional standards.
2. To manage independently any errors or concerns at the earliest opportunity, or notify a senior member of staff as appropriate.

3. To use initiative in order to determine priorities, work with autonomy, and work effectively with senior colleagues.
4. To be responsible for your own continuing self-development.
5. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
6. To work within and actively support the equality and diversity policies and practices of Falmouth University.
7. To participate in the University's Annual Performance Development Review Process.

### **Health and safety at Falmouth University**

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

### **Health & safety requirements**

- In relation to health and safety you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:
- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

## PERSON SPECIFICATION

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Attributes	Essential requirements	Desirable requirements
<b>Education and qualifications</b>	Relevant degree or equivalent qualification, training or extensive experience in a relevant role.	Formal project management qualification
<b>Experience and knowledge</b>	<p>Recent and relevant production or project management experience.</p> <p>A proven track record of success within a transformational project or resource management role.</p> <p>Experience of managing supplier relationships – including procurement, contracting and management.</p> <p>Strong knowledge of and experience in producing and monitoring complex production schedules.</p> <p>Strong knowledge of and experience in creating, recording and monitoring spending against agreed budgets.</p> <p>Track record of leading or working as part of highly effective teams.</p>	<p>Experience of production or project management for online and blended learning.</p> <p>Experience of working within Higher Education.</p> <p>Media creation experience and use of media creation software.</p> <p>Understanding of the different production processes used across the creation of online resources.</p> <p>Proven experience of delivering large scale multimedia production work flows for online delivery.</p>
<b>Skills and personal requirements</b>	<p>Ability to enthuse and inspire stakeholders and project teams.</p> <p>Excellent problem-solving skills.</p> <p>Demonstrable high level written, verbal and IT skills and previous experience of utilising these skills in both strategic and operational contexts, internally and externally.</p> <p>Effective networking skills; with the ability to cultivate strong and productive relationships with key</p>	Experience of using Office 365 and SharePoint.

	<p>stakeholders, both internal and external.</p> <p>Well-developed organisational skills, enabling the management of all resources productively and constructively.</p> <p>Ability to plan ahead, regularly review, forecast and re-forecast project plans and resources as necessary</p> <p>Ability to manage a substantial workload with conflicting high priority tasks and deadlines.</p> <p>Ability to navigate high-pressured situations, identify problems and solutions and escalate as needed.</p> <p>Ability to assimilate, convey and report information accurately</p>	
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