



## JOB DESCRIPTION

<b>Job Title</b>	Operations Co-ordinator
<b>Location</b>	Norwich
<b>Reporting Relationships</b>	Reports to Head of Operations
<b>Job Purpose</b>	To assist with the management of a variety of print and digital projects across the agency. Responsible for booking in all print and distribution across the portfolio with our network of suppliers.
<b>Job Dimensions</b>	The operations co-ordinator is required to ensure that clients, internal teams and suppliers are co-ordinated to deliver projects on time, to the required specification and quality and in line with client expectations. This includes, but is not limited to, booking in print and distribution.
<b>Main Responsibilities</b>	<ul style="list-style-type: none"> <li>• Work closely with Head of Operations to ensure projects are delivered on time and to a high standard.</li> <li>• Co-ordinate internal communications and work with editors, designers, operations and advertising sales teams to deliver all products and services to the highest standard.</li> <li>• Carry out project admin (e.g. set-up Teams structure and ensure documentation is filed correctly).</li> <li>• Assist Head of Operations to identify process improvements and create and implement new systems and workflows.</li> <li>• Liaise with editors and designers to organise logistics for photoshoots (travel, hotels, props). Produce call sheets where necessary.</li> <li>• Support Head of Operations with new business pitches and onboarding processes.</li> <li>• Work with the Head of Operations to update financial reports.</li> <li>• Obtain print, fulfilment and postage quotes if required.</li> <li>• Liaise with Print &amp; Distribution suppliers to book in print and distribution jobs.</li> <li>• Prepare project schedules.</li> <li>• Carry out general office admin when required.</li> </ul>

<b>Levels of responsibility</b>	The Operations co-ordinator is responsible for booking all print and distribution with suppliers and assisting with the delivery of projects.
<b>Working relationships</b>	The Operations co-ordinator is required to develop effective working relationships with all internal teams (editorial, design, advertising, ad production, new business and finance) and external suppliers (printers, mailing houses).
<b>Most challenging part of the job</b>	Ensuring that projects meet deadlines and are delivered in line with client expectations despite challenging circumstances.
<b>Health &amp; Safety</b>	All employees must observe and comply with Dialogue's policies and procedures for health and safety. Line management have a specific responsibility to prevent personal injury by providing a safe working environment and effective training and supervision in safe systems of work, especially for machinery and other equipment in use.
<b>Equal Opportunities Statement</b>	All employees must observe and continually promote equal opportunities and customer care in compliance with Dialogue's aims and objectives.