

JOB DESCRIPTION

JOB TITLE Creative Traffic Co-ordinator

REPORT TO Creative Services Manager

DIRECTORATE Business Services

GRADE Professional Support

OBJECTIVES OF JOB

- To ensure that all work in the design team flows efficiently
- To keep designers and internal clients on task and projects on deadline
- To oversee the logistics and communication

MAIN DUTIES & RESPONSIBILITIES

Logistics

- Create detailed schedules and set deadlines for various stages of a design project liaising with the project commissioner
- Distribute assignments to creative team members, assessing their availability and priorities in consultation with Creative Services Manager
- Arrange for all deliverables to be completed, print and digital

Client liaison

- Communicate with internal stakeholders to learn more about project details and give progress updates on existing projects
- Build effective relationships with key departments and clients

Project Co-ordination

- Monitor projects and workloads, adjusting assignments and deadlines accordingly
- Ensure the stages of the project are met according to client and creative brief, resource and deadline deliverables
- Build effective relationships with key departments and clients
- Monitor current traffic processes and input ideas on how to improve current practices where required
- Maintain job files to ensure the briefs, quotes, artwork and invoices are accessible with the project plan
- Identify resource conflicts and find workable solutions to resource issues
- Champion a positive collaborative team culture within the design team and across the business
- Advising content creators to meet deadlines and following up when they don't
- Pushing back when clients make unrealistic requests

SCOPE

- Decision-making authority on already-agreed priorities
- Report to and liaise with the Creative Services Manager weekly on new commissions to establish ongoing priorities
- Holding regular production meetings and status updates
- Work across multiple projects and ensuring all parties are informed of progress and problems
- Have the complete view of the tasks happening in the studio at any time
- Project include advertising, brochures, booklets, exhibition and sign graphics, reports, videos, infographics, photography shoots, animation projects, digital campaign assets, branding assets etc
- Opportunity to evolve processes and ensure creative work is being delivered in efficiently

PERSON SPECIFICATION

The following skills and attributes are **essential**:

- Ability to take initiative in response to direction and instruction
- Ability to take ownership of tasks to meet deadlines
- Ability to interpret written and verbal instructions
- Professional interpersonal skills and the ability to liaise effectively with colleagues on design projects
- Strong personal organisational skills
- Strong decision-making and prioritisation ability
- Excellent attention to detail and accuracy
- Excellent English communication skills, oral and written
- Strong team player attributes

- Excellent time-management attributes
- An eye for detail and problem solving
- Experienced at working under pressure
- Knowledge of Microsoft Office packages, particularly Word, Excel, Outlook and PowerPoint
- Basic knowledge using Adobe Creative Cloud apps including InDesign, Photoshop and Illustrator