

ECHO HOUSE PRODUCTION MANAGER

Reporting to: Directors

SCOPE OF THE ROLE:

Collaborative. Positive. Respectful. Organised. Exceptional People Skills.

The Echo Group is a service-led creative organisation leading the industry of luxury retail display, digital content creation and experiential site delivery.

Production Managers play a pivotal role at Echo House – creating a crucial bridge between our Project Team and Production Departments in the management of all things print and production based. The role ensures the consistent and cohesive workflow from Project Managers and Project Coordinators to the Studio and Production Teams so that individual jobs and major projects alike are delivered as required – on time, to quality and on budget.

With the fast-paced industry of luxury retail, flexibility, responsiveness and a cool calm head are essential in maintaining effective and efficient work delivery as circumstances change and evolve rapidly.

Echo is a high paced, and often highly pressured, production house. Positivity is key in everything we do. Whether you're collaborating with colleagues, communicating with clients or focusing on the task at hand, our approach is to always remain constructive. Respecting each other's contribution is essential as we believe every individual has something to offer, and the key to being successful at Echo is an ability and willingness to collaborate.

MAIN DUTIES AND RESPONSIBILITIES:**TEAM LIAISON**

- Working closely with Project Team to plan and drive project timelines.
- Advising on suitable materials and production techniques for relevant works.

JOB WORKFLOW

- Communicating all aspects of a job to the Studio, Print, Fabrication, Finishing, Packing & Logistics and Installation teams and ensuring these aspects are followed and fulfilled as required, to quality and on time.
- Helping produce workflow/instruction spreadsheets to communicate information to departments.
- Planning production with all production departments.
- Preparing production teams for upcoming works in production meetings and ensuring all required information is provided to each department for the smooth running of a job.

INSTALLATION

- Working with installation teams to ensure works are supplied as required for efficient and accurate installation.
- Plan for distribution to installation network and ensure logistics are arranged accordingly – in conjunction with Project Team

PACKING & DELIVERY

- Working with packing and logistics team to ensure items are packed as required and spreadsheets are provided clearly and briefed accurately to the team.

QUALITY CONTROL

- Quality control works prior to dispatch.
- Ensure departments are aware of specific quality control requirements.
- Driving and managing best practices throughout our production workflows.

FINANCIAL & COMMERCIAL MANAGEMENT

- Ensure projects are run to their maximum efficiency with regards to lead times, material selection, quality control and wastage.

PRODUCTION TEAM SUPPORT

- Support Production Team members on their workloads if required, and when absent from the company.

AD HOC

- Echo is a dynamic, busy company with a close working team and as such we often require our employees to work on additional bespoke projects outside of their daily duties. This is also aimed to encourage and broaden individual skills and ambitions.
- To perform other reasonable tasks as required by the Directors or your department head.
- Follow and promote to colleagues, visitors and the public all health and safety procedures and protocols.
- Follow Echo's sustainability policies and procedures. Promote sustainable operations to colleagues, clients and suppliers.

ESSENTIAL INDIVIDUAL CHARACTERISTICS:

- Excellent time management.
- Excellent organisational skills.
- Excellent attention to detail.
- A quick learner with a positive approach will pick up everything they need to know at Echo.
- Excel, PowerPoint, Word and Outlook.

DESIRABLE INDIVIDUAL CHARACTERISTICS:

- A dynamic individual who takes pride and enthusiasm in all tasks they are assigned and those they seek out themselves proactively.
- Ability to manage multiple projects of varying nature simultaneously.

EQUALITY AND DIVERSITY:

We promote a working environment in which diversity is recognised, valued and encouraged. We acknowledge the multicultural and diverse nature of the UK workforce and society in general. We are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. It is therefore your responsibility to make sure you observe and adhere to this policy at all times.

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