Production Administrator Job Description

Job Details:

Days of Work: Monday – Friday
Working Hours: 08:30 – 17:00
Reports to: Production Co-ordinator
Department: Production - Publishing
Place of Work: European Medical Group Ltd t/a European Medical Journal
The MedBIC
Anglia Ruskin University
Alan Cherry Drive
Chelmsford
Essex
CM1 1SQ

Job Description:

You will be required to manage EMJ's contractual obligations to our clients - these include 18 of the Top 20 Pharmaceutical Companies in the world - to the highest possible standard, also to ensure all expectations are managed, met, and exceeded. Most importantly you will need to make sure all projects run up to date and smoothly alongside the Client Services Team.

In addition, you are to have regular contact with EMJ’s Client Services Team, making sure you both have all the relevant timelines, specifications, and information needed. You will be required to make sure all timelines are then met and all processes followed. Your role will be working within the Production Team, including arranging and collating peer review feedback as directed, database and spreadsheet management and taking part in telephone conferences with various internal and external teams.

Duties:

• Responsible for the creating and monitoring of both projects and timelines for clients
• Processing details of the agreed client projects
• Co-ordinating medical writers and KOLs for commissioned articles
• Correspondence and planning between Production and Client Services Teams
• Arranging and collating peer review feedback as directed
• Assessing feedback received on articles and making recommendations on their publication to Senior staff
• Keeping database records and spreadsheets up to date
• Responding to emails and telephone contact in a timely and professional manner
• Drafting external emails to clients on behalf of Client Services when necessary
• Taking part in telephone conferences with various internal and external teams
• Ensuring timely receipt of materials via Client Services to effectively meet timelines
• Monitoring production of articles, adverts, email campaigns and reprints of articles; ensuring they are produced in a timely manner in accordance with publishing standards, quality, and budgets.

Requirements:

• Highly organised and able to prioritise workload efficiently
• Ability to learn quickly and manage a high-volume workload
• Strong IT Skills – proficient in MS Excel, Outlook, and Word
• Excellent attention to detail and ability to take instruction
• Adheres to company quality standards
• Ability to interact and co-operate with all company employees
• Confident with internal and external phone calls and meetings where required
• Professional approach to time, costs, and deadlines
• Well-developed communication and interpersonal skills
Company Goals/Values

The goal of the European Medical Group is to become ‘The go to place for healthcare professionals in Europe by 2025.’ The reason for this and the reason we are in business is ‘To challenge and equip everyone to be the best they can, whether that is healthcare professionals, clients, staff and everyone else we interact with.’

We want to build our Brand to be *Energetic, Trusted, Progressive, Open-Minded and Best in Class.*

We work and live by the following values and want everyone that works here to do the same.

**Entire buy in** - Everyone has *loyalty* to our vision, values, culture, and the long-term goals of EMG. We are committed to doing so in a *positive* and *passionate* way.

**Make sure you are self-reliant** - We all need to be *proactive* and responsible for our own actions. This will lead to an *inspiring* place to work that we are all *proud* of.

**Go the extra mile** – Always give your best performance, this will create a team that is *different* to anything else, full of *hard working, gold medal winners.*