

JOB DESCRIPTION

Role | Delivery Coordinator

Reports to | Production Manager & Delivery Director

Status | Full time

Location | Flexible

About Communications INC

Communications INC is a team of highly skilled professionals who make a positive impact in the world through hard work, collaboration and commitment.

We are a small communications agency with big ideas, which works with non-profits around the globe. We put our specialist experience and wide-ranging network of contacts to work for our clients, addressing social and environmental issues across the globe, yet we remain approachable, adaptable and passionate.

For more information visit: www.communicationsinc.co.uk

Purpose of the role

Communications INC's **Delivery Coordinator** is a dynamic and creative professional with great organisational skills. The role holder demonstrates expertise in project management, balancing tight deadlines and budgets to produce high quality materials for a wide portfolio of clients.

The role holder works closely with their Delivery team colleagues and Account Managers to create materials that advance a portfolio of clients, projects and campaigns' communications efforts.

Alongside the Production Manager, the Delivery Coordinator drives forward production of innovative, attention grabbing written and visual content for print and digital applications and is a champion for enhancing systems and processes within the team.

KEY RESPONSIBILITIES

Production

- Coordination of end-to-end production processes for campaign materials, including videos, graphics, and print collateral.
- Support the liaison with external vendors, printers, and suppliers to ensure timely delivery of materials.
- Assist in sourcing and evaluating new suppliers aligned with the Communications INC's values and the values of environmental and social responsibility.
- Contribute to the request for estimates from sustainable suppliers, aligning with project timelines and budgets.
- Coordinate client requests for media and OOH advertising, liaising with designers, advertising agencies and the client as needed.
- Produce and manage production briefs, timeline and budgets as required.
- Source high-quality images for campaigns while adhering to copyright and licensing regulations.
- Maintain a comprehensive database of licensed images and provide proper documentation for usage rights.
- Manage and organise a centralised filing system for final product files, ensuring easy accessibility and version control.
- Support team with proofreading requests.
- Maintain a keen eye for detail across all deliverables, ensuring delivery of the highest quality materials.
- Project management and lead on clients and projects to be agreed.

Creative

- Basic design and layout for assets such as event invites, save the dates, social tiles, factsheets, business cards, PPT decks.
- Basic video-editing for social media including adding subtitles, intro/outros.

Digital

- Support the coordination of digital asset management and distribution for campaign content across various online platforms, optimising for different channels.
- Maintain clients' websites to ensure they are kept up to date with the latest content, news stories, and blogs using CMS platforms. Serves as main content uploader to clients' websites, ensuring accuracy, consistency and adherence to brand guidelines and SEO best practices.
- Assist with the coordination of email newsletters using CRM platforms as needed.
- Collaborate with senior team members, web developers, and designers in the planning, execution, and maintenance of web design and development projects.
- Work with creative teams to provide support in creating visually compelling content for events.

General delivery duties

- Collaborate with virtual, cross-functional teams to accomplish organisational, project and campaign objectives.
- Proactively contribute to campaign logistics and general administration.
- Provide input into overall delivery strategies.
- Work alongside the team to troubleshoot and resolve any production or digital delivery issues that may arise during the campaign lifecycle.
- Provide timely handover of delivery materials to colleagues and management when going on leave.
- Proactively monitor delivery processes and systems through reporting and feedback.
- Carry out ad hoc duties as requested by Directors and Production Manager.
- Project manage and lead on delivery-related projects as requested by Directors and Production Manager.
- Attend key events on behalf of a range of clients, performing ad hoc delivery duties as required.
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues, consultants and clients are treated fairly and with respect/dignity.

PERSON SPECIFICATION

Essential requirements

Familiarity with wordpress and/or a similar CMS.

Experience with SEO/SEM and digital marketing campaigns.

Video-editing experience.

Strong design/layout skills.

Ability to handle multiple priorities and thrive in a high change, international, and virtual work environment.

A can-do attitude, with an ability to keep calm under pressure and to use your own initiative, good at prioritising, managing reactive work, balancing multiple requirements and adapting to new situations.

A flexible, reliable and conscientious approach, with the ability to work independently and as part of a small virtual team.

Demonstrates a 'value add' mindset by harnessing knowledge of the team, the client base and Comms INC offerings to deliver excellent output and client experience.

Ability to work methodically and meet deadlines.

Strong organisational skills.

Excellent communication and writing skills.

Flexible and creative thinker with strong problem-solving skills.

Interest and commitment to the environment.

Desirable requirements

Demonstrated understanding of key ocean and ocean-climate issues.

Experience working with NGOs.

Languages.

COMMUNICATIONS INC VALUES

As an organisation, everything we do is guided by our core values. These values are embedded in our recruitment process to ensure the successful applicant is the right candidate for Comms INC and we are the right team for him/her. The team at Communications INC are:

Tenacious

- We strive to ensure we always do a great job and are prepared to go the extra mile
- We are confident in our abilities to deliver fantastic results for our clients
- We seek to always present solutions; we are problem solvers
- We do not shy away from challenge; we face things head on and give it our best at all times

Passionate

- We are proud to do meaningful work
- We make a positive impact through the work we deliver
- We seek to contribute to change
- We work hard; demonstrated through high levels of productivity and excellent results
- We enjoy the work we do and find ways to see the lighter side

Direct

- We are honest. We say what we mean, to clients and each other
- We ask each other for help, without fear of retribution, knowing the support will be there for us
- We are loyal to our colleagues; we demonstrate this in our communications with each other

Professional

- We demonstrate credibility through high levels of skill, knowledge and experience
- We always show up prepared
- We are reliable: we do what we say and we show up on time

Adaptable

- We are flexible in our approach to work, accepting that our industry is fast paced and always changing
- We demonstrate confidence to change direction and adapt to what is required of us
- We are calm and focused in the face of uncertainty