MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF) UK

APPLICATION INFORMATION PACK

JOB TITLE:	Production Manager (Creative Content)
DEPARTMENT:	Communications
HOURS:	Full time, 37.5 hours per week – Mon-Fri
LENGTH OF CONTRACT:	Fixed term or internal secondment – 22 months
LOCATION:	London – hybrid, 2 days per week London Office (including Wednesdays)
REPORTS TO (JOB TITLE):	Head of Brand & Content
SALARY:	Salary: £48,188.02 - £58,896.47 per annum Internal salary grade: 15 *Salary is offered in line with our pay framework and typically starts at the entry point of the band. Salary increases are considered annually and are subject to our appraisal and performance review process.*
BENEFITS:	28 days annual holiday entitlement (pro rata for part-time staff) plus Public/ Bank Holidays. MSF UK currently provides an employer pension contribution of 10% of salary after 3 months' continuous employment. Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues. Cycle Scheme or Bike Loans available. Group Life insurance currently set at a minimum of 4x basic salary.

JOB PURPOSE

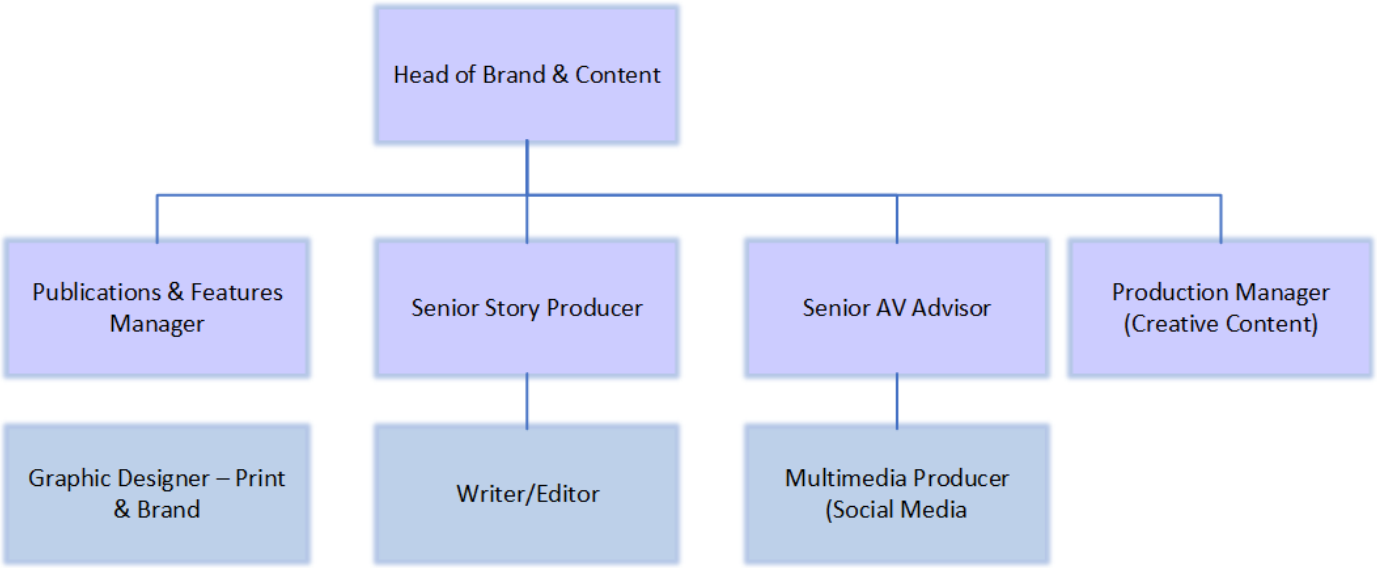
Part resourcing manager, part project manager and part account manager, the production manager will lead the day-to-day production and operational management of the brand & content team's creative and content production work. With oversight on all incoming briefs, active projects and team capacity this role is the nerve centre of the team.

They will ensure projects are effectively briefed, planned, resourced and delivered on time and to agreed expectations, supporting both requesting and delivery teams throughout feedback processes. And the role will drive the development and continuous improvement of production processes, systems and ways of working, working closely with the Head of Brand & Content and Creative content Lead to ensure the team operates efficiently and effectively. The role is fixed term to establish and embed improved production systems and ways of working, reduce inefficiencies and rework, and review the ongoing need for the role thereafter.

DIMENSIONS

- The role is managed by the Head of Brand and Content, and will support the Head of Brand and Content in planning and project managing a brand awareness campaign.
- The role has no direct line reports, but will support the busy Brand and Content team currently made up of seven staff, providing hands on project management support for delivery work, and capacity management, including balancing project work with longer term/self-directed projects.
- The role will have responsibility for our project management system Wrike, using it to manage projects, including developing project plans, weekly work schedules, daily deadlines and communicating with stakeholders.
- The role will manage a subsection of the team budget, reporting to the main budget holder and contributing to forecasting and reforecasting and have PO and invoice processing responsibility.

ORGANISATIONAL STRUCTURE



CONTEXT

This role sits in the Brand and Content team, which has responsibility for developing and upholding the MSF UK brand; producing story assets (interviews/videos/photos) from MSF's work; producing engaging and impactful content for fundraising, advocacy, and campaigning and communications; and developing and delivering brand campaigns and day-to-day brand activity.

The Brand and Content team sits within the wider Communications department, which is comprised of the Digital, Media, Public engagement & mobilisation, and Strategic comms planning teams, which work very closely together.

The Communications department has very close links with the Fundraising department. The Brand and Content team develop key fundraising materials for the Individual Giving team like the Supporter magazine, direct marketing appeals, press ads, press inserts, digital adverts and event invitations. The team supports the Community and Commercial Fundraising team with partnership and challenge event collateral, and the Philanthropy team with large scale proposal documents and event collateral.

We also provide support to and teams throughout the organisation, including advocacy, medical support and programmes with comms content including videos, reports, proposals, and story asset sourcing

ACCOUNTABILITIES	**KEY PERFORMANCE INDICATORS**
1. Improve and develop effective production processes: o Responsible for the organisation's effective use of our project management system, Wrike, including set up of project templates, workflows and dashboards to help team members clearly see their daily/weekly tasks and deadlines. o Develop, in collaboration with other stakeholders, internal review and external sign off processes, for approval by the Head of dept, including print/digital checklists where required. o Setting SLAs, in collaboration with other stakeholders and ways of working and communicating these across the organisation. o Responsible for internal communications and support sessions with stakeholders on briefing and production processes. o Develop and implement good administration of jobs and assets, including job numbers, folder structures and document/asset storage (SharePoint and external server management).	1a. Clear, efficient and consistent processes, documented and communicated with relevant teams in the organisation. 1b. A well-structured project management tool (Wrike) set up, is used effectively to streamline workflows and project management, with the majority of communication done through the tool and regular updating on project status from team members. 1c. Improved stakeholder understanding of effective processes and timelines involved in creative and production work. 1d. A well-managed and easily navigable folder structure where all project documents and assets are saved.
2. Resourcing: o Capacity planning and scheduling, working with line managers to balance the various and interlinked resource requirements across multiple projects at once to ensure that deadlines are met and the team can deliver on agreed/approved work. o Scoping of future work to identify future capacity clashes, working with the Head of Brand and Content to prioritise, or sourcing freelance support where forecast demand exceeds capacity.	2a. Project timelines are created taking resourcing requirements across multiple projects into account so deadlines are met, and external freelancers are commissioned where required. 2b. Weekly work schedules are created so all team members are clear on the work that needs to be delivered each day/week. 3a. In collaboration with stakeholders including line managers, projects timeline statuses are reported and escalated as required

3. Project management o End to end coordination of the production process on all production jobs. o Setting up relevant meetings, including briefings, brainstorms, internal reviews and work presentation. o In collaboration with stakeholders, developing timing plans for each project, with specific deadlines for feedback and amends to keep project moving. o Scheduling - ensuring the right combination of people are working on projects at the right time, and work passes seamlessly between roles as projects progress. o Facilitating planning with department team managers when cross-department collaboration is required.	3b. Everyone involved in a project (delivery roles and stakeholders) understand their responsibilities and when they need to deliver on them. 3c. Quality and consistency of work is improved and creative and production roles feel supported through internal reviews by managers.
4. Account management o Providing a central point of contact for requesters, managing all communication between requesters and production teams, so production teams can focus on delivery. o Quality check - ensuring all briefs contain the information and assets needed for creative and production work to begin, reviewing them with the Head of Brand and Content for input where needed. o Reviewing feedback, discussing it with the creative and production team, and Head of Brand and Content where needed, and liaising with requesters on any alternative recommendations. o Quality check - reviewing production work to check agreed feedback has been applied.	4a. All stakeholder communication around a project is channelled through this role, and shared with creative and production roles at the appropriate time. 4b. Briefs contain all the relevant technical and strategic information to be able to achieve objectives. 4c. All feedback gives actionable direction and the feedback process is collaborative. All relevant feedback is addressed before the next version is passed back to the requester. 4d. Creative and production roles are freed up to focus on delivery.

CHALLENGE & CREATIVITY / DECISION-MAKING

- The role is expected to work independently and takes ownership of day-to-day project delivery, making recommendations for prioritisation of work and outsourcing in busy periods.
- The role will assign the best people for tasks, based on their knowledge of the skills required for specific aspects of each project, and the specific skills and strengths of each team member or freelancer.
- The role will lead weekly team production meetings and co-lead weekly, cross team production meetings, discussing new briefs with heads of department and relevant mangers, to agree on the creative and content priorities for the week ahead.
- The role will evaluate briefs to ensure technical and strategic information is provided, request information, supporting requesters to provide the information when it's missing, and they will help quality check/evaluate creative work to ensure the brief/feedback has been met.

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- Extensive experience of working in a creative, content, communications, marketing or similar production environment, and working with the full spectrum of creative roles (writers, designers, AV producers and editors, creative conceptors).
- Significant experience of developing and implementing workflow and project management processes, systems and ways of working, with the ability to introduce practical approaches that improve efficiency, consistency and collaboration.
- Significant, demonstrable experience of agile project management of content production projects, with experience of managing multiple concurrent projects, deadlines, dependencies and stakeholders across a team's full workload.
- Expert in using work management platforms to organise, plan and monitor projects, resources, deadlines and project information, making the most of the available features to improve team efficiency and collaboration.
- Detailed understanding of relevant creative formats (across print and digital, for fundraising and communications), with the ability to scope requirements, including the likely resource, time, skills and dependencies needed to deliver work effectively.
- Experience of quality control within creative production, including the ability to critically assess briefs and input assets, and evaluate work against briefs, requirements and brand standards.
- Demonstrable stakeholder and relationship management skills, including the ability to work effectively with both creative/production specialists and other colleagues.
- Meticulous maintenance of folder structure, naming conventions and asset storage.
- Experience of working with external suppliers, freelancers or contractors, including briefing and assessing work where relevant, and the associated finance admin, with a little black book of contacts.
- Understanding of the potential of AI to streamline processes where relevant.
- Expert at using Microsoft Office 365 (particularly excel or project for timing plans) and digital collaboration tools, including Teams, SharePoint and OneDrive, and the ability to work effectively in a hybrid environment.

Desirable

- A combination of agency AND in house experience would be a huge bonus.
- Experience of using Wrike.
- A recognised agile/scrum project management qualification.
- Experience of working in a charity.
- Experience of supporting collaborative creative ideation.

COMPETENCIES

The behaviours that must be demonstrated in the job.

Role specific

Planning and prioritisation

- Brings structure and clarity to competing demands.
- Anticipates challenges and makes timely, proportionate decisions.
- Balances competing needs while maintaining focus on delivery.

Communication and influence

- Excellent communicator (verbal and written), with great ability to explain processes clearly and simply and create enthusiasm for new ways of working.
- Adapts communication to different audiences and perspectives.
- Raises concerns, challenges assumptions and seeks clarity in a constructive way.

Collaboration and facilitation

- Builds trust and productive relationships across teams and areas of expertise.
- Creates space for different perspectives and helps people work towards shared outcomes.
- Facilitates agreement while recognising when decisions or escalation are needed.

Adaptability and problem solving

- Responds positively and practically to changing circumstances.
- Uses sound judgement to resolve issues and find workable solutions.
- Remains open to new approaches and learns from experience.

Ownership and continuous improvement

- Takes responsibility for commitments and follows through on agreed actions.
- Identifies opportunities to improve ways of working and contributes to practical change.
- Maintains accuracy and attention to detail while keeping sight of the wider purpose and priorities.

MSF UK wide

Respect:

- Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- Acts by example, modelling the behaviour expected from team members.
- Seeks out and offers each team member an equal opportunity and tools to succeed.
- Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- Strives for efficiency in every aspect of their work.
- Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes and works with team members to ensure these are reached.

Empowerment:

- Instils acceptance and optimism in the team.
- Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration: Collaboration is at the centre of all we do.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation which outlines how your skills and experience position you to fulfil the accountabilities of the role, with examples of specific situations and achievements where possible** by the closing date.

Incomplete applications will not be considered. We encourage early applications as we reserve the right to close applications before the advertised closing date, or if a suitable candidate is found.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: 01 December 2026, 08:00am (GMT)**
- **First round interviews: Week commencing 08 December 2026 (online)**
- **Projected Start Date: Week commencing 15 December 2026 (in person)**

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org.

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our Equality & Diversity policy for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend

safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Employment sponsorship will NOT be offered by MSF UK for this role**.** Please click here to check whether you have the right to work in the UK.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

We look forward to receiving your application!