



Production Manager job description

This job description gives an overview of the kind of work and level of responsibility expected for this role. It's not a complete list of all tasks, and duties may change occasionally. But the overall nature of the job and the level of responsibility will stay the same.

Section 1 - Job details

Job title	Production Manager
Directorate	Engagement and Income Generation
Department or team (if applicable)	Digital and Content
Reports to	Digital Programme Manager
Direct reports	None
Job location	London office with flexibility to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job purpose

To manage the day-to-day coordination of briefs, schedules and production across the Digital and Content team, ensuring work is delivered efficiently and to a high standard.

The postholder plays a central role in the team, receiving all incoming briefs, maintaining oversight of workflows and holding colleagues to account for task completion. They are a key point of contact across the organisation, helping colleagues plan content, clarify requirements and deliver effectively.

They also support project managers, maintain production tools and tracking systems, and help manage relationships with suppliers and freelancers.

Section 3 - Key responsibilities and accountabilities

	One line description of responsibility or accountability
1	Act as the first point of contact for internal clients briefing in digital and content work, supporting colleagues to clarify scope and requirements
2	Manage scheduling and task allocation across the Digital and Content team using Microsoft Planner
3	Track time and resource usage using Toggl Track to support capacity planning
4	Monitor progress, flag risks or blockers, and ensure delivery remains on track
5	Hold team members to account for task completion through regular follow-up and coordination
6	Maintain production tools including trackers, calendars and shared plans
7	Support small-scale digital and content projects, including updates and campaign activity
8	Coordinate sign-off and support content testing as part of production workflows
9	Help manage supplier relationships and maintain freelancer records
10	Support the Digital Programme Manager in improving production processes and cross-team planning

Section 4 – Dimension of the role

Resources	Responsible for production workflow systems including Planner and Toggl Track
Staff or volunteers	None
Budget	No sign-off; supports commissioning processes and manages supplier information
Key relationships	Internal: all teams commissioning work from Digital and Content (for example, Fundraising, Services, Campaigns, Research). External: freelancers, creative suppliers
Information security and data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society.

Section 5 – Key deliverables

	Measures of success
1	Briefs are managed effectively from start to finish, with clear timelines and quality outputs
2	Digital and content work is delivered on schedule and tracked consistently using the correct tools
3	Internal teams receive high-quality support with briefing, delivery planning and status updates
4	Team capacity and progress are transparent, with risks and delays escalated appropriately
5	Production workflows and tools are maintained and used consistently across the team

Section 6 – Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	2		X		X
Open to change and innovation	3	X		X	
Sound decisions	2		X	X	
Collaborative working	2				X
Effective communication	3			X	X
Outcome focussed	3	X			X
Inclusivity	2				X
Accountability	2	X	X	X	X
Tech savvy	3	X		X	

Level	Description
5	Strategic Has a broad and advanced understanding of the organisation's policies, procedures, and how things work across the MS Society, or has deep expert knowledge in a specific area. Shares expert advice on topics related to MS and represents the MS Society in public or external settings. Clearly explains the organisation's vision and strategy in a way that others can understand and act on. Makes important decisions that have a big impact and ensures the right resources are in place to support them.
4	Expert or recognised authority Shows expert knowledge and strong leadership, influencing others in a positive way. Colleagues regularly perform tasks at a high level, instinctively understanding what needs to be done, how it affects other areas, and how it can be improved for the MS Society's benefit. They have deep expertise and focus on developing their skills. They're the go-to person for advice and are known for their knowledge, using their experience to tackle new challenges. They are responsible for managing significant resources, like people and budgets, related to their work.
3	Complex These roles may or may not involve managing others, but they require using experience or professional knowledge to handle complex information or raw data. The work often involves solving unusual problems by using your own judgment, without needing instructions. You'll also need to work with others to overcome challenges and achieve results across different teams or departments.
2	Enhanced These roles may or may not involve managing people, but they are responsible for handling cases and providing face-to-face services. Or managing internal or external processes and people (including volunteers). People in these roles understand how their team or function works, help build good relationships inside and outside the organisation, and work together to achieve results. They use their knowledge to organise and manage tasks and processes, solve everyday problems, and help improve the way things are done..
1	Foundation People in these roles contribute to the MS Society without any responsibility for managing processes or people. People in these roles understand what's needed for their job and how it fits with other roles and tasks. They know what needs to be done and have the skills and ability to complete those tasks.

Section 7 - Qualifications and training

Qualification or equivalent	
Internal training	Briefing processes, accessibility standards, editorial sign-off
Other professional training or qualifications	Microsoft Planner, Toggl Track, workflow and scheduling best practice

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the job)

Essential requirements will be tested at application stage (A) and used as shortlisting criteria for deciding who will be invited to interview. There should be no more than 7 essential shortlisting criteria.

Requirement	Essential	Desirable	Tested*
Evidence of continuous professional development	X		I
Coordinating work across a busy digital or content team	X		I
Supporting teams to meet deadlines and stay on brief	X		A/I
Managing production schedules and using workflow tools	X		I/T
Working with suppliers and freelancers	X		I
Experience in a creative, digital or agency setting		X	I
Experience of project coordination or small campaign delivery		X	I
Excellent organisational and multitasking skills	X		I/T
Ability to build strong, supportive relationships across teams	X		A/I
Clear and confident communicator	X		I
Familiarity with digital production workflows	X		I
Able to manage competing priorities under pressure	X		A/I/T

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1s and PDR)

Section 9 – Other information and requirements

Confidentiality	Make sure sensitive or personal information is kept private and only shared with the right people. All information must be handled according to GDPR and other relevant laws and rules.
Equality, diversity and inclusion	Make sure all your work supports our commitment to equality, diversity, and inclusion. As a charity focused on helping disabled people, we expect everyone to be open-minded and creative in finding and removing any barriers that might affect disabled people, including colleagues, who work with us.
Health and safety	Help create a safe working environment by following all health and safety rules and completing any required training.
Safeguarding	We're committed to safe and responsible recruitment. We aim to protect the wellbeing of children, young people, and vulnerable adults, and we expect all staff and volunteers to support this. Background checks and Disclosure and Barring Service checks will not be required for this role.
Digital, data and Technology	Use technology confidently to do your job, including internet voice and video calls, Microsoft Office, the MS Society intranet, HR and finance systems, case management software, and other MS Society tools and apps.
Unusual specific physical or mental demands associated with the role	Requires switching between multiple tasks and priorities daily
Travel requirements	Occasional for team events or shoots
Unsocial hours	Rare – only during urgent campaign moments or shoots

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