JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Studio Manager (E grade)
Reports to: Senior Creative and Design Lead
Based at: Remote with travel to team meetings as needed.

Job purpose	Ensure the effective day-to-day running of the creative studio, managing workflow, priorities, resource and processes to support the timely and efficient delivery of creative projects. Line manage the content team in relation to workload, project delivery, day-to-day operations and ways of working, ensuring work is planned, prioritised and progressed effectively.

Main responsibilities	**Creative Development & Production:** • Manage the day-to-day workflow of the content team, ensuring projects are effectively planned, prioritised and progressed. • Act as the central point for studio traffic management, maintaining clear oversight of live projects, deadlines, resource requirements and upcoming demand. • Schedule and allocate work across the content team, balancing priorities, skills, deadlines and available capacity. Take overall responsibility for the scheduling of creative work, working closely with the Production Manager who owns the scheduling and delivery of print production. • Lead project kick-off and planning meetings, ensuring briefs are complete, requirements are understood, responsibilities are clear and realistic timelines are agreed. • Work closely with internal stakeholders to understand priorities, manage expectations and agree achievable project schedules. • Identify potential resource or delivery issues early, escalating risks and recommending solutions where priorities, deadlines or capacity conflict. • Maintain visibility of studio capacity and forward planning, providing clear information on timelines, resource availability and impact on delivery. • Develop, maintain and continually improve studio processes and workflows, ensuring projects move efficiently from brief through to completion. • Ensure agreed briefing, approval and project management processes are followed consistently across the studio.

	• Maintain accurate project information within studio and project management systems, ensuring briefs, timings, ownership and status remain up to date. • Hold overall responsibility for Canto, the charity's Digital Asset Management system, ensuring it is effectively maintained, organised and kept up to date. Work with the content team, including photography and video colleagues, who will manage the uploading and maintenance of assets. • Hold overall responsibility for the Charity Toolkit and relevant brand pages on the charity intranet, working with the Brand team and designers to ensure guidance, templates, assets and supporting information remain accurate, relevant and up to date. • Support the adoption of tools, automation and AI where these can improve studio workflow and operational efficiency. Team Management: • Line manage the content team, providing clear day-to-day support and guidance around responsibilities, ways of working and delivery expectations. • Hold regular one-to-ones, performance conversations and development discussions, supporting individual growth and effective performance. • Create a positive, collaborative and well-organised working environment where team members are supported to work effectively. • Support individual wellbeing, development and engagement, addressing day-to-day people issues where appropriate. • Encourage strong communication, collaboration and accountability across the team.
Essential knowledge, skills and experience	• Experience working in a similar studio, traffic, project management or production role, either in-house or within an agency. • Strong project management, planning and organisational skills, with the ability to manage multiple projects, priorities and deadlines. • Experience managing workflow, resource and capacity across a busy creative or content team. • Strong people management and communication skills, with the confidence to manage expectations and challenge constructively where needed. • Good understanding of content creation, including long and short form content, audience needs and how content is used across different channels. • Experience managing content assets, libraries or Digital Asset Management systems, with an understanding of consent, usage rights and expiry. • Comfortable working in a fast-paced environment, adapting to change and continually improving ways of working.

	• Confident using project management, collaboration and technology tools, with a willingness to adopt new platforms and AI-enabled solutions.
Desirable knowledge, skills and experience	• Experience working with kanban boards like Monday.com • Knowledge and understanding of print production processes and how creative work moves from design through to final production. • Good understanding of social media, digital marketing and the requirements of creative content across different digital channels. • Confidence reviewing creative work for accuracy, consistency, completeness and adherence to agreed brand guidelines. • Strong proofreading skills and attention to detail. • Experience working with Digital Asset Management systems, particularly Canto, would be advantageous.
Key competencies and behaviours	• Confident, positive and approachable, with an empathetic and collaborative style. • Builds strong relationships quickly and understands the needs and expectations of colleagues and stakeholders. • Remains calm and solutions-focused under pressure, handling challenging situations professionally. • Demonstrates high levels of integrity, discretion and accountability. • Responds positively to changing priorities, with strong prioritisation and time management skills. • Adapts communication and working style to different people, teams and situations. • Proactive and self-motivated, with the confidence to move work forward with minimal direction. • Able to assess information quickly and communicate clearly, concisely and effectively. • Demonstrates excellent attention to detail and a consistently high standard of organisation.
Values	• Able to demonstrate how you live Help for Heroes values: Innovative, Collaborative, Authentic, Resourceful, Energetic