

## Job Description

**Job Title: MarComms Delivery Manager**

**Work Location: Witney (minimum 40% office base)**

### Who We Are

Every day, millions of Christians risk their lives to follow Jesus. In more than 70 countries, Open Doors supports them by supplying Bibles, providing emergency relief and helping persecuted believers stand strong for the long-term. In the UK and Ireland, Open Doors helps the church to pray, give and speak out for those who share our faith but not our freedom.

### Job Summary

To enable Open Doors UK&I to grow support for the persecuted church by supporting the Content and Marketing development process alongside key stakeholders: Head of Content and Head of Marketing. The postholder will play a critical role in supporting the Marketing team and overseeing the successful delivery of Content projects requested by all Directorates, managing a key organisational 'entry point' for MarComms requests.

It is important that the potential candidate has excellent communication skills, high emotional intelligence and is comfortable working within a fast-paced and changing environment. They will be required to build strong relationships with stakeholders across the organisation, balancing competing priorities whilst ensuring projects are delivered effectively and efficiently, making recommendations for improvements as they go along.

### About the Team

This role sits within the Supporter Engagement team and reports to the Head of Content. They will also work closely with project managers in the Marketing and the Strategic Relations Teams.

### Hours

37.5 hours per week. Usually between 8.00am to 6.00pm Monday to Friday, with a minimum of 2 days per week based in the Open Doors office in Witney. Wednesday is a mandatory office day. This position involves some unsociable working hours at conferences and events for which TOIL (time off in lieu) may be claimed.

### Responsibilities and Requirements

#### Marketing Communications Triage Support

Supporting the effective flow of Content and Marketing requests across the organisation as they enter the email request process. They will support the Head of Content, Head of Marketing and Senior Marketing Manager in ensuring projects are appropriately briefed, prioritised, scheduled and allocated to the relevant team or individual.

- Be the first point of contact for Content and Marketing requests within the email request process and play a key (but not sole) representative role for the process in the organisation.
- Assess incoming requests and ensure they are directed to the appropriate team and process, alongside the Head of Content, Head of Marketing and Senior Marketing Manager.
- Work with team leads to prioritise activity according to organisational objectives, available resources and agreed deadlines.
- Support capacity management in the Content process, highlighting risks, resource challenges and scheduling conflicts.
- Ensure projects are appropriately briefed before entering Content production.
- Co-ordinate planning and scheduling meetings as required.
- Monitor project progress and help resolve issues that could impact delivery.
- Produce regular reports on project status, team capacity and pipeline activity, as required.

## **Content Project Management and Delivery**

Overseeing the delivery of Content projects requested by Directorates across the organisation. This includes managing project intake, allocating resources, coordinating schedules, monitoring capacity, tracking progress and reporting on delivery. The role will maintain a bird's eye view of all activity across Content operations whilst managing relationships with related freelancers.

- Daily management of content projects and workflow, monitoring activity across Content teams to provide a bird's-eye view of all production activity.
- Progress Content development and production according to the defined processes, from initial request through to creative brief, budget, resource and deadline deliverable.
- Manage project management platforms such as ClickUp and support team members in using it effectively.
- Manage freelance requirements, including contracts and bookings.
- Help manage budgets.

## **Stakeholder Engagement**

Keeping key stakeholders fully appraised and engaged at the appropriate stages of each project, from initial request through to delivery. This will include requirement gathering, arranging and chairing project meetings where necessary, and regular communication as appropriate.

- Be a key point of contact for Content and Marketing requests through the email request process from employees across the organisation, directing them to the relevant individuals as necessary or providing status updates.
- Work with key stakeholders to define requirements and ensure requests are appropriately briefed.
- Advise stakeholders on priorities, timescales and delivery processes.
- Manage expectations regarding team capacity, deadlines and project scheduling.
- Keep key stakeholders informed and updated on requirements, supply and progress of projects.
- Report on status and workloads.
- Hold planning, production and review meetings when required.
- Advise of roadblocks and challenges that require attention, as well as any opportunities for improvement.
- Evolve existing and/or implement new processes.

## **Print Production and Procurement**

Lead on all aspects of print production and procurement. In particular, ensuring that print resources produced to engage individuals, churches, youth and families are produced on time, on budget and to the required standard. And oversee the delivery of physical stands and materials for supporter events.

- Lead the print production workstream for projects and programmes: Manage schedule, quality and budget with accountability to project managers, resolving issues and reporting risks.
- Print buying: manage suppliers, including establishing purchase orders, ensuring clear terms and conditions, establishing protocols for tendering/pitching as well as an approved supplier list.
- Contracts and supplier management of production and mailing suppliers: Review corporate production and mailing spend, identify efficiency improvements, time savings and reducing costs.
- Event stand procurement: Collaborate with the relevant stakeholders to advise on stand production during the briefing and concept stages and help to produce the stand from concept through to delivery.

## **General**

- Maintain visibility of all projects across the Marketing and Content teams within the ClickUp / project production management platform
- Identify opportunities to improve efficiency, planning processes and ways of working.

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

### **Applying Your Christian Faith to this Role**

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All members of staff at Open Doors are expected to actively participate in this shared time and members of staff take it in turns to lead the act of collective worship.

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- Contributing to and leading daily devotions (this can be for the whole team or just smaller, departmental groups)
- Participating in retreats, days of prayer and fasting etc.
- Committing to private prayer for the work associated with this role, your direct reports and closest colleagues
- Working in such a way so as to reflect biblical principles of leadership and service
- Applying biblical principles of godly stewardship to operational responsibilities
- To be open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else

### **Limits of Authority**

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

### **Who You Are**

You will demonstrate the following essential criteria for this role:

#### **Culture**

- committed Christian who is completely in sympathy with the calling, mission and Core Values of Open Doors

#### **Competency**

- A-Levels or equivalent qualifications
- experience and understanding of project management or account management processes, including budgetary responsibilities, capacity management and document control
- experience of managing multiple projects and competing priorities
- experience of resource planning, workload management and project prioritisation
- ability to co-ordinate activity across multiple teams and stakeholders
- excellent stakeholder management and communication skills
- strong administrative skills and eye for detail
- adept at working with and briefing creative teams/agencies
- broad knowledge of print, production and mailing
- strong understanding and experience of printing methods and ability to specify print requirements for production
- working knowledge of Adobe Creative Cloud and experience of briefing and proofing artwork
- skilled at working under pressure
- willingness to travel to events, particularly during the summer festival season

#### **Character**

- able to work effectively under pressure, managing multiple projects to meet tight deadlines
- emotional intelligence in working with people
- able to work with senior stakeholders and external suppliers

- confident in making recommendations regarding priorities and delivery schedules
- responsible and mature outlook
- enthusiastic and self-motivated
- resilience to cope with peaks in workloads
- entirely thorough in ensuring due process; paying great attention to detail
- sound judgement in decision making

**In addition, it would be desirable for you to demonstrate the following:**

- experience in traffic management or resource management in a print house, ad agency or account management experience
- experience of overseeing project pipelines across multiple creative disciplines
- project management experience working in the creative industry or non-profit sector
- proficiency with project management platforms such as ClickUp or similar
- proven experience of delivering projects and managing stakeholders in a high-paced Marketing Communications environment
- experience of working with contractors and external suppliers to ensure work is completed to satisfaction
- understanding of marketing principles and ability to develop outstanding briefs
- understanding of the persecuted church.

Enhanced disclosure information may be requested from the DBS in the event of a successful application.

### **Our Statement of Faith**

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;  
and in Jesus Christ His only Son, our Lord,  
who was conceived by the Holy Spirit;  
born of the Virgin Mary;  
suffered under Pontius Pilate;  
was crucified, died and was buried.  
He descended into hell,  
the third day He rose again from the dead;  
He ascended into heaven, and sits at the right hand of God the Father Almighty,  
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;  
the holy Christian Church;  
the communion of saints;  
the forgiveness of sins;  
the resurrection of the body;  
and the life everlasting.