



Creative Operations Director

LET US INTRODUCE OURSELVES

Based in London but with a presence in Los Angeles, ICHI is a creative agency that produces standout marketing campaigns for some of the world's biggest, most loved gaming and entertainment brands.

At ICHI we believe in the potency of strategically formed ideas: Great creative is always focused, feels effortless, and doesn't happen by accident.

Bringing superior strategic capability and unparalleled gaming experience, we partner with our clients to provide creative solutions that drive success. From big ideas to brand-defining creative, we make work that works.

TO GIVE YOU A FLAVOUR

ICHI is looking for a Creative Operation Director to manage the people, performance and processes required to support the creative team in delivering excellence to our clients.

The COD will be accountable to the Studio Head for all things operational, facilitating the daily running of the team while working with the Head of Production to develop systems and processes that maximise the effectiveness of creative collaboration across the company.

The COD will work alongside the Executive Creative Director, utilising their insights to develop initiatives that will benefit the team in reaching ICHI's strategic ambitions in the short term and long term.

The COD will work alongside the Head of Production to advise on studio capacity and resourcing, lead creative recruitment (perm and freelance) and analyse/advise on process changes which will result in efficiencies.

THE NUTS AND BOLTS

- Manage our creative people, performance and processes to make sure our team is happy, thriving and therefore we are delivering excellence
- Defining and adapting department structure as we grow
- Be accountable for all documentation of the Creative Team processes, making sure they are up-to-date based on discussion with ECD and Head of Production
- Identify areas where the creative team could improve processes and improve efficiency, and develop/ implement plans to address those areas



- Be the first point of contact for creatives, production and sales around any issues, initiatives, improvements affecting the creative production pipeline
- Help break down initiatives into tasks, timelines and responsibilities within the Creative/Production team and ensure those initiatives are delivered
- Ensure every creative team member is aware of the daily / weekly tasks and work with operations/production to define these if missing
- Administrative side of onboarding, training and developing
- Creative pipeline and capacity planning and management - managing overall creative team budget, and responsible for key decisions regarding role changes, salaries, bonuses etc. in conjunction with Line Managers
- Performance management, setting objectives and departmental KPIs
- Steering strategic growth within the team with hiring and internal roadmaps
- Vetting creative freelancers - reviewing CVs, meeting people, making sure we have a full database
- Attend weekly pulse check-ins with each team/discipline to discuss current and upcoming work. Raise any queries around specific projects and identify/discuss any larger team issues
- Work with the senior leadership team to map out success and the ambitions for the agency
- Answer general queries from the creative team regarding tasks, capacity, time logging, etc.

WHAT DO WE NEED

- 5+ years of working in an agency/production environment
- Passionate about working within gaming entertainment / youth brands
- Excellent communication skills (both spoken and written)
- Knowledge of Office suite/ general computer efficiency
- Be available to travel to our central London office (Holborn) and willing to work a minimum of two days a week from the office

WHAT DO YOU GET

- Competitive salary (with perks) based-on-experience
- Company pension scheme
- Healthcare
- Income Protection Cover
- Life Assurance
- Employee Assistance Programme (EAP)
- Team social events
- Summer hours
- Training
- Friendly working environment



- And much, much more.

SUBMISSION

- 1st Round - email submission to jobs@ichi-worldwide.com
- 2nd Round - meeting with Studio Head and Executive Creative Director
- 3rd Round - meeting with Creative Director and Head of Production
- 4th Round - face-to-face with Client Services Director, Executive Creative Director, Creative Director, Head of Production and Studio Head