



## **JOB PROFILE**

Job Title: Head of Production

Contract: Permanent

Location: London

Responsible to: Managing Director

Responsible for: Producers / Production Assistants / Resource Managers

## **LET US INTRODUCE OURSELVES**

ICHI is an award-winning creative agency producing standout campaigns for some of the world's biggest, most loved entertainment brands.

We believe that great creative is always focused, feels effortless, and doesn't happen by accident. This means, regardless of project size, our approach is strategically focused and driven by a core team of specialists working from pitch to completion.

We're always on the lookout for talented, strategically-minded, sleeves-rolled-up people to join the squad. If this sounds like you, read on...

## **ROLE OVERVIEW**

The role of the Head of Production is key in supporting the Managing Director to grow the business through high quality profitable creative execution whilst also overseeing the daily activities of the company, showing a commitment to productivity and compliance ensuring that the company runs successfully, cost-efficiently and is able to deliver projects in a timely manner.

The Head of Production has overall responsibility for managing and growing the production department and repeat client accounts. They define and establish clear and consistent processes to monitor, support and report on the progress / successful completion of project work. They are responsible for profit and loss, growing the business (client accounts and revenue) within the bounds of the existing work streams.

The Head of Production works with the executive team to set strategic operational goals for the agency which support the overall business strategy. The Head of Production then plans and monitors the day-to-day activities to action these goals, supervising staff in different departments and providing them constructive feedback when required.

The role requires strong communication and organisational skills. You need to have a keen eye for detail and the flexibility to pivot depending on the changing nature of the business / staff / problems that are escalated to you.

The Head of Production has outstanding customer service, fantastic interpersonal skills, they are reliable, enjoy challenging / fast-paced work and are extremely motivated whilst maintaining strong leadership skills. You will inspire an atmosphere of best practice sharing amongst the team, ensure high standards of professionalism and customer services are adhered to and maintain a positive culture at ICHI which encourages staff retention and loyalty.

## **THE NUTS AND BOLTS**

### **PRODUCTION RESPONSIBILITIES**

- Overseeing the production team, in addition to running a portfolio of production jobs (when required)
- Optimising end-to-end project management for the team including budget creation and management, schedule creation and management, execution and delivery of the project, and final invoicing and debrief with the client
- Ensure that projects handled by the production team go smoothly and clients experience a seamless service from ICHI. Each job should be delivered on time and on budget with the projected profit calculated prior to a budget being sent to a client. All extras should be cleared with a client before commencement including a PO being issued
- Attending briefings with clients in order to extract the necessary information to relay to ICHI's creative team by way of the ICHI briefing document so they can develop a creative proposal

- Ensure that hard costs on every project do not exceed more than the defined gross budget unless cleared with the Managing Director
- Deliver reports detailing jobs, profit margins, and any issues that need to be raised
- Build a strong, proactive and efficient team, hiring staff that can deliver to an exceptional standard
- Devise and implement ways to streamline ICHI's project workflow and management. Ensure the production team utilises tech and tools including project management software, PO's for purchases, quote building and budgets, invoices, and scheduling software to manage the team's time
- Build a relationship with a roster of freelancers that ICHI can utilise for jobs, that extend on or plug gaps in our permanent team
- Coordinate communication, requests and project requirements with clients, either direct or via the account handling team
- Define and manage all business continuity policies / procedures, ensuring your team are educated and processes are embedded into the company

## **OPERATIONAL RESPONSIBILITIES**

- Work with the executive team to set operational goals for the company and drive the successful execution that aligns with business strategy and enhances profitability
- Oversee and manage project budget, cost of sale and OPEX spend to ensure there is no increased expenditure outside of approved budget
- Responsible for ensuring we have the best possible tech set up to meet our needs and anticipating / adapting them to suit our growth
- Lead the WIP reporting , liaising with Keywords Finance, ICHI Studio Head and Managing Director
- Work with the Managing Director to report on the monthly / yearly financial progress of ICHI - providing commentary and insights to help ensure successful planning for the future

- Supervise all daily operational activities such as schedule & resource (internal and external) management
- Ensure all company policies are being followed
- Coordinate staff safeguarding activities to ensure retainment through opportunities, motivation and reward - e.g performance reviews, training, wellbeing allowance, time off
- Develop and grow our resource network covering freelancers, perm staff and partners
- Devise and implement ways of working / technological changes that will boost company efficiencies

### **THE IDEAL PERSON**

- 5+ years of working in an agency environment in a production role
- Experience working within youth entertainment brands or gaming brands an added advantage
- Demonstrate strong soft skills - excellent communication skills, collaborative problem solving attitude, and a track record of building good team and client relationships.
- Flexible, adaptable to change and moves at speed with clients
- Comfortable interacting with senior level clients and team members
- Right to work in the UK
- Knowledge of Office suite/ general computer efficiency

### **WHAT DO YOU GET**

- Competitive salary based-on-experience
- Commission based incentive scheme
- Company pension scheme
- BUPA 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](mailto:jobs@ichi-worldwide.com) with the subject field 'Head of Production' Incl. CV + Cover Letter - bit more about yourself, why you would like to work at ICHI and success stories on how you have secured client account growth
- 2nd Round: video interview with Managing Director and a member of the production team
- 3rd Round: face-to-face interview with Managing Director, Head of Studio and Executive Creative Director with a task