

Premier CX
Job Description Form

Job Description

Job Title:	Studio Manager
Summary of Role:	The Studio Manager is responsible for the productivity and efficiency of the Studio team, as well as the quality of all productions created by the Studio. You will work closely with the Solutions and Customer Service teams to ensure that all output is delivered on-time and on-brand! Equally comfortable focusing on team-management, creativity and process, you will display a passion for everything “audio” as well as exploring ideas to maximize the technical and creative potential of the Premier CX Studio.
Department/Location:	Operations Team, Laverstoke, Hampshire
Reports to:	Head of Creative
Hours of work:	9 – 5.30pm Monday to Friday
Package:	Basic salary of £28,000 per annum plus £4,000 per annum bonus payable on achievement of quarterly SMART objectives, and attractive benefits package
About Premier CX	<p>Premier CX is a fast-growing, award winning creative agency, dedicated to enhancing customer experience for contact centres with an unrivaled customer base across the globe, including many of the world’s leading brands. Check us out at premiercx.co.uk</p> <p>Due to our rural location, you will need your own transport. Our office is great for country walks but not so great for public transport.</p>

Primary Responsibilities

Studio Productivity and Quality Management:

- Ensure all jobs delivered by the Studio follow the creative and customer brief; are of the highest quality; in the right file format; thoroughly quality checked; and dispatched in line with the customer's requirements
- Daily resource planning (of staff and equipment) to ensure all projects are delivered on time, without exception
- Have visibility of all studio tasks handled by the studio team, including producing, editing, mixing, archiving, portal administration and quality checking, ensuring you lead by example and set the standards for quality and output
- Organise, attend and produce live recording sessions, sometimes with customers present
- Build and maintain effective commercial relationships with voice artists and other suppliers ensuring the highest quality output, and jobs are produced within budget
- Ensure the Studio is an appropriate environment (technically and visually) for customer visits and participate in, and when required, host such visits.

Studio Team Management:

- Direct management of 4 studio engineers, including training and coaching, staff development, appraisals, objective setting, leadership and other typical personnel management tasks
- Cultivate a positive, productive and creative working environment, with a 'stay until the job is done' attitude to work
- Identify skills and knowledge gaps for the team as well as individual team members, and create and deliver coaching and training programs to develop the team
- Ensure all studio staff follow the company's processes, including updating the CRM and studio administration software where appropriate

Technical Studio Management:

- Ensure the Studio is operational and optimized at all times, resolving any technical issues swiftly
- Regularly review studio software, hardware and processes to identify and make recommendations for improvements

Other:

- Ensure effective communication at all times between the Studio and other members of the Company, especially the Solutions team
- Work effectively with internal stakeholders to achieve strategic objectives, including pre-sales support and post-sales consultancy and internal projects
- Attend project meetings and take ownership of ad-hoc projects as requested by the Head of Creative, Operations Director or CEO
- Participate positively in team activities, including team meetings, company presentations and training sessions
- Work towards and achieve quarterly SMART objectives
- Attend or lead off-site creative workshops with prospective and existing customers as required

	Essential	Desirable
Qualifications & Training	Diploma or degree in Sound Engineering; Music or Film Production (or similar)	Musical performer or voice artist
Knowledge and Experience	<p>Proven experience of managing or supervising studio teams, maximizing creativity, productivity and efficiency</p> <p>Relevant experience of working within a commercial studio environment</p> <p>Excellent knowledge of recording and post-production techniques</p>	<p>Video production skills</p> <p>Experience of music composition and production</p>
Qualities and Attitude	<p>Highly organized and self-motivated</p> <p>Excellent commercial awareness</p> <p>Takes pride in, and is passionate about delivering great audio output</p> <p>High levels of audio creativity</p> <p>Excellent communication skills (both written and verbal)</p> <p>Proactive with a 'can do' attitude, with a flexible approach to work</p> <p>Analytical approach to technical problem solving</p>	<p>Ability to utilize systems to identify workflow bottlenecks and plan resource</p>
Product Knowledge	Extensive working knowledge of studio software including Adobe Audition and Logic	Knowledge of telephony audio and their specialized formats

Prepared by

Name:	Estelle Simmons	August 2019
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