

Operations Manager - Ref: #OM270918

Location: Central London

We believe in the power of open scholarly communication to radically improve the research process. We are passionate about working with the global research community to promote the transition towards Open Science on a large scale. With the help of our academic editors we focus on serving our authors while preserving robust publishing standards and editorial integrity.

Work should be fulfilling and enjoyable, Hindawi achieves this by encouraging and empowering each member of the team to express their ideas and by involving everyone in company strategy.

Hindawi hires talented people who are motivated by challenging work that they're passionate about. Our team is strengthened by our diversity of backgrounds, beliefs and experiences and it is this team that gives Hindawi its competitive advantage.

Summary of the role

Reporting to the Chief Operations Officer (COO), the role holder will be responsible for the set-up of external editorial and production suppliers, followed by ongoing management. The role holder will also review and implement internal operational changes.

The Operations Manager will manage a team of Editorial Production Editors responsible for ensuring day-to-day quality and answering queries from suppliers.

The role holder should expect travel to vendor locations, and to the Hindawi office in Cairo.

Responsibilities

- Providing expertise on systems and processes, recommending improvements and new ways of working
- Implement and oversee successful process changes at operational locations
- Creating and maintaining documentation relating to process including
 - Production style guides
 - Workflow flowcharts
 - Vendor training instructions
 - Policy documentation
 - Role specific checklists

- Editorial guidelines
- Email templates
- With COO, create request for proposals for each department to assess external suppliers
- Manage the set-up of new external vendors to perform operational tasks
- Manage team of Editorial Production Editors, including recruitment, appraisals etc.
- Train the vendors on Hindawi systems and processes
- Answering vendor queries
- Ensuring vendors are using the systems correctly
- Managing projects related to operational processes
- Deputising in the absence of the COO
- Working with your fellow Operations Manager to coordinate the management of operations
- Regularly providing data, feedback and reports to vendors in order to implement an ever improving author experience
- Overseeing projects as new opportunities arise, and alongside developments in operations
- From time to time, you may attend conferences relevant to operations to represent Hindawi

Skills and experience

- 5 years experience of either production or editorial experience in an STM environment
- Experience working with overseas vendors

Benefits

- Competitive salary
- Matching pension funding (4% of salary)
- Private medical and dental insurance
- Season ticket loan
- Cyclescheme

Compensation

Salary based on experience

To apply for the position, please send your CV and cover letter, including salary expectations, notice period, and your motivation for working with us to londonjobs@hindawi.com. Applications will be considered on a continuous basis, so early applications are encouraged.