

JOB DESCRIPTION

# Creative Services Manager



## ROLE SPECIFICS

<b>Reports to</b>	Creative Communications Senior Manager
<b>Team</b>	Communications & Branding
<b>Location</b>	Remote/Hybrid
<b>FTE</b>	0.8
<b>Capability level</b>	Applied
<b>Direct reports</b>	+1

## ROLE SUMMARY

The Creative Services Manager oversees the production and delivery of EQI's creative communications projects. The Creative Services Manager is a skilled project manager, adept at managing client relationships and allocating resources across multiple projects at one time. Supporting the Director of Communications & Branding in managing project deliverables, the Creative Services Manager responds to, and assists with developing service proposals and work plans related to communications projects.

The role works with a team of creatives, including in-house Visual Designer, as well as external contractors to deliver quality communications outputs, on time and to budget. This role is also instrumental in determining improvements to systems and processes to enable better efficiency and effectiveness in project management, workflow, and resource allocation.

## ABOUT EQI

**The Equality Institute (EQI) is a global feminist agency working to end violence against women and girls.**

We are values-driven and underpinned by feminist principles in the ways we work and how we conduct ourselves. We actively apply an understanding of intersectionality in our work and are committed to having diversity reflected in our workplace.

### VALUES

**Strive for Equality**  
**Stay Curious**  
**Be Courageous**  
**Find the joy**

## AREAS OF ACCOUNTABILITY

### **1: Client Management (25%)**

- Negotiate with external suppliers, including contractors, in the delivery of communications projects
- Manage client relationships and provide clear communication and feedback to ensure smooth delivery of projects.
- Produce or assist in developing service proposals, work plans and timelines.
- Receive and respond to briefs and input estimates as to resourcing needs for projects/tasks, including sourcing quotes where needed.

### **2: Project Management (25%)**

- Oversee the project management and production of communications products, from brief to delivery, across a diverse range of projects, clients, and audiences to achieve objectives.
- Allocate resources and schedule and manage the workflow of the team in the delivery of communications projects.
- Hold kick-off meetings and regular production meetings, and hold direct reports accountable for deadlines, while influencing other stakeholders to support successful outcomes.

### **3: Project Administration (15%)**

- Optimise and maintain systems and workflows for effective data management and successful delivery of projects.
- Oversee daily tasks tied to production.
- Maintain quality standards across the production of work.

### **4: Finance & Operations (10%)**

- Enhance workflows with other teams to ensure adequate lead time for quality review and feedback on communications and products.
- Work closely with finance to achieve budget targets and ensure all required documentation is administered for communication projects.

### **5: People & Processes (25%)**

- Support the operationalisation of EQI's Strategic Plan that contributes to advancing gender equality and preventing violence against women globally.
- Effectively contribute to team and organisational goals, particularly as they relate to organisational effectiveness, sustainability, and staff well-being.
- Support collaborative behaviour across teams, contributing to, and encouraging, a high-performing, positive and inclusive team environment.

## **KEY CAPABILITIES**

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### **Live our Values**

- Demonstrate the value of 'find the joy' by having a genuine interest in creating relationships with others and celebrating the wins of everyone in the team.
- Hold self and others accountable in kind and productive ways regarding principles of diversity and inclusion and takes corrective actions when behaviors displayed do not 'strive for equality'.

- Champion the value of 'be courageous' by giving and receiving feedback that is clear, constructive, and respectful on a regular basis.
- Continuously seek out alternative approaches, ideas, and partnerships in order to 'stay curious'.

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## **Think Strategically**

- Promote the purpose, vision, and values of EQI within the team and shifts priorities when necessary.
- Consider emerging trends when contributing ideas to the development of broader initiatives and strategies.
- Collaboratively develop team plans that reflect the strategic direction of EQI.
- Encourage others to consider the longer-term and wider implications of actions.

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## **Promote Intersectionality**

- Ensure perspectives from within the organisation and from impacted groups are reflected in decision making and planning 'nothing about us without us'.
- Take corrective actions when behaviours displayed do not promote a workplace based on the principles of intersectionality.
- Adapt approaches to meet diverse needs, styles and backgrounds and encourage others to do the same.
- Provide opportunities to improve knowledge of teams in the area of intersectionality to promote overall diversity, inclusion and belonging.

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## **Manage Projects**

- Manage projects from end to end, identifying resources, monitoring project milestones and budget.
- Pace work to allow time for collaboration and feedback and ensure on-time completion and quality of own and (where relevant) team deliverables.

- Proactively communicate work progress to leadership and seeks appropriate support.
- Demonstrate team leadership, defining day-to-day direction and understanding how to interpret data and findings of all team members.
- Identify any potential project or organisational risks, resourcing or financial issues and communicates immediately.
- Evaluate progress and identifies improvements to inform future project management processes.

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## **Lead People**

- Actively seek to improve others' skills and talents by providing knowledge, constructive feedback, coaching and learning opportunities.
- Align work activities with operational plans and organisational values and goals through effective people leadership.
- Communicate role expectations and purpose to team members.
- Recognise deviation from values, performance standards and provide timely and constructive feedback.
- Understand individual needs to optimise employee engagement.
- Recognise potential in others and consistently develops team capability.

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## **Communicate with Impact**

- Model communication style and adapt to meet needs of key stakeholders.
- Use media appropriate to the audience and present information to develop the understanding of the topic.
- Engage other teams to share information to understand or respond to issues.
- Encourage discussion, welcomes, and responds to feedback and adapts approach to ensure audience understanding.

- Explain complex concepts and structure arguments to individuals and groups using the most appropriate and accessible language for the audience.

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## Strive for Excellence

- Draw on the expertise of others to improve results and acknowledges those contributions.
- Identify and use all available resources to ensure success.
- Ensure all team members clearly understand their role, connection with the broader outcomes, and what is expected of them.
- Challenge self and the team to achieve high quality results aligned with goals of EQI.



[Learn more about us here](#)