

Job Profile

Title: Production Manager

Reporting to: Senior Technical Production Lead

MEET TOUCH

Ultimately, at Touch, we are all are moment makers...

Operating as a full-service creative events agency since 2010, we deliver unparalleled experiences for world-leading brands, corporations and life science companies from our offices in both the UK and US.

Our culture The Big Intimacy is what drives us as individuals.

“The more we understand, the better we connect. The better we connect, the more powerful the relationship.”

With a genuine passion for creating bespoke, innovative and impactful connections, paired with our expert understanding of complex industry governance, we bring events to life with unforgettable power.

And, it's The Touch Equation which powers us...

(WISDOM X IDEAS) + EXECUTION

The alchemy of creating truly unforgettable experiences lies in the perfect blend of creativity and wisdom, ignited by flawless execution.

When we infuse our imaginative ideas with invaluable insights and push the boundaries of what's possible, the result is nothing short of magic.

So we dream big, push the limits and never settle for anything less than the extraordinary. Because when we bring together creativity, wisdom and execution in perfect harmony, the possibilities are endless.

Job purpose:

You will be part of the team that delivers all technical elements for live, hybrid and virtual events. You will consult, design and advise on the latest technologies to deliver creative and engaging experiences, providing innovative solutions to best deliver against brief and budget.

Key responsibilities and accountabilities:

- Work closely with the creative team to deliver innovative technical solutions to a project
- Set up and undertake comprehensive site inspections (often accompanying clients)
- Prepare written proposals for pitch documents
- Ensure flawless delivery of all projects
- Provide cutting-edge technical solutions
- Work with creative, strategy and production to achieve the best possible results within the available budget
- Budget control/ management
- Monitor construction of scenic items, including all mechanical staging elements, to ensure smooth running on site
- Oversee all technical elements on site, including fit-up, get-out and management of onsite personnel
- Oversee all technical elements for virtual events, including studio setup, extra requirements for additional breakouts and interactive elements, plus management of the onsite personnel
- Ensure all health & safety policies and procedures are followed and applied on site
- Continually review network of suppliers and crew to ensure the best possible service is provided



- Monitor supplier performance throughout the project, report findings post project
- Skilled and effective supplier negotiation to secure the most favourable rates for clients
- Ensure quality standards are adhered to, including all health & safety and fire regulations, both internally and on site, following the relevant Touch documentation and processes to ensure the utmost safety of all personnel
- Keep abreast of new technologies within both the live event and virtual arenas and suggest ideas that may add value to events or bring new elements to either

Account Management

- Support the account management team in the implementation of all client strategies
- Support the new business sales and account management teams in the preparation of RFPs and proposals as required
- Attend client pitches/ presentations as required
- Attend client meetings, calls and reviews on a regular basis or as required
- Understand client business and project-specific objectives to ensure alignment throughout project delivery

Budget Reconciliation & Finance Management

- Oversee the management and sign-off of all client production budgets ensuring:
 - Client SLAs are adhered to
 - Profit maximisation 10%
 - Accurate charging of costs (supplier and expenses) to the budget
 - SOW is delivered and areas out of scope identified and costed
- Review and ensure currency exchange is managed in line with financial updates and checked regularly
- Support the finance team with any aged debtors
- Ensure prompt reconciliation post event (maximum 30 working days or client specific)
- Manage and submit personal expenses and credit card reconciliations within timeframes specified

Time Management

- Monitoring and reconciliation of budgeted versus individual hours logged per project
- Input and management of resource allocation to job
- Input of personal timesheet activity on a weekly basis
- Support ops leads in follow up of those not completed

Client Governance

- Ensure compliance with client and company brand guidelines
- Ensure compliance with client and company SLAs
- Ensure compliance with all client and company privacy and security protocols
- Ensure compliance with GDPR (General Data Protection Regulations) 2018 Regulations

General

- Work collaboratively with peers and all teams to ensure effective delivery of all client projects, including travelling on site as required
- Attend the office a minimum of 3 days per week (Monday, Tuesday and Thursday)
- Manage and submit personal expenses and credit card reconciliations within timeframes specified
- Attend company training days as and when required
- Attend company meetings as and when required
- Undertake any additional tasks as required to support the business



The Big Intimacy

Every day at Touch, Be:



Enjoy what you do, never be afraid to positively challenge and go the extra mile to exceed client expectations, adding wherever possible a little touch of magenta magic!