The Biochemical Society - Job Description for:

**Job Title**  
Publishing Assistant - 12 Month Fixed Term Contract

**Reports to**  
Managing Editor, Reviews

**Department**  
Publishing

**Location**  
Remote working until at least March 2021, with discussions currently ongoing on the future of office-based/flexible working

**Overview**

We are seeking a proactive Publishing Assistant (on a 12-month fixed-term contract basis) to support the Portland Press Publishing team. In this role, you will support activities across the whole of the publishing directorate to help deliver implementations and modifications in publishing workflows, to relieve copyflow bottlenecks, to drive efficiency in responses to researchers and first-class service to authors, reviewers and editors. The role also has responsibility for improving the accuracy of records in the editorial database, providing cover for some members of the team and taking on ad-hoc reporting/other projects as required.

You will work closely with your line manager to prioritise work to ensure that you deliver on specific publishing timelines and projects, and will benefit from working across all products in the Portland Press portfolio of journals and working closely with members across the entire team on projects/work that will impact editorial, production, sales and marketing activities, contributing to development of the end-to-end publishing offering.

**Key accountabilities**

- Overseeing the shared editorial in-box – categorising the emails for specific members of staff to answer and responding to general in-bound queries.
- Support for new implementations/modifications to editorial systems (Managing Editor or Publishing Operations Manager projects or support for the Publisher/Director of Publishing); for example:
  - Testing of new implementations on test sites/portals before being made live
  - Updating template messages in step with new implementations and other changes to publishing workflows
  - Extracting slides/data to help create presentations for the Publisher/Director of Publishing
- Database hygiene – (i) support for Managing Editors and Editorial Assistants in ensuring that Editorial Board agreements are up-to-date (and that Editorial Board lists are correct on both the eJournalPress submission/peer review site and on the journal websites) and (ii) clean-up of authors/reviewers on the eJournalPress submission/peer review system to delete duplicate/inactive accounts.
- Cover for Editorial Assistant annual leave and surges in copy across the journal portfolio that arise periodically.
- Support the directorate with reporting on an ad-hoc basis (working from publishing systems/KPI database, as needed).

**Key knowledge and skills**

- Must be efficient and highly competent in the use of common software packages, including CRM (customer relationship management) systems, Cloud-based processing or tracking systems, MS Excel, MS Powerpoint, Outlook/emails
- Good organisational and time-management skills are required, together with the ability to work under pressure and to meet deadlines
• Track record of following processes meticulously, identifying issues and using own initiative to suggest solutions
• Track record of balancing multiple and potentially conflicting priorities
• Experience of providing high-quality customer service ideally delivered via an online setting with communication through the use of email/telephone
• Detail oriented; ensures accuracy in documentation and data
• Excellent communication skills (both verbal and written)

**Competencies to be evidenced in this role are:**

**Initiative and Focus**
Plans work and carries out tasks without detailed instructions; is goal oriented and focused on delivering to copy-based and time-based target(s); makes constructive suggestions; prepares for problems or opportunities in advance; responds to situations as they arise with minimal supervision.

**Cooperation/Teamwork**
Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete.

**Attention to Detail**
Is alert in a high-risk environment; follows detailed procedures and ensures accuracy in documentation and data; carefully monitors processes; concentrates on routine work details; organizes and maintains a system of records.

**Reliability**
Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.

**Quantity & Quality of Work**
Maintains high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work.
Produces an appropriate quantity of work; does not get bogged down in unnecessary detail; able to manage multiple projects; able to determine project urgency in a meaningful and practical way; organises and schedules people and tasks.

**Customer (Author, Editor, Reviewer) Service**
Listens and responds effectively to customer questions; resolves customer problems to the customer’s satisfaction; respects all internal and external customers; uses a team approach when dealing with customers; follows up to evaluate customer satisfaction; measures customer satisfaction effectively; commits to exceeding customer expectations.

**Problem Solving**
Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyses current procedures for possible improvements; notifies supervisor of problems in a timely manner.

**Job Knowledge/Technical Knowledge**
Demonstrates some knowledge of scientific and/or publishing procedures. Confident IT user who is keen to apply themselves to the smooth running of the online editorial system and editorial processes. Applies knowledge to identify issues and internal problems; works to develop additional technical knowledge and skills.

**Communication**

Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.