

CREATIVE SERVICES MANAGER

London

- The Creative Services Manager acts as the primary interface between our Marketing, Proposals, Operations and Specialist departments across London, Europe and Asia, managing the timely delivery of projects. The role serves as the key contact for external vendors and operates in close alignment with the Creative Services Manager, New York.
 - This is fundamentally a project management role requiring the ability to manage a high volume of concurrent projects across a broad range of print and digital marketing and communications materials. The ideal candidate will provide oversight of workflow across London, Europe and, in part, Hong Kong, maintaining quality, meeting deadlines and keeping multiple stakeholders aligned at all times.
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Duties and Responsibilities

Project & Workflow Management

- First point of contact for all Creative Services requests in London; intake of project briefs and assignment to design staff
- Manage projects end-to-end — from brief and scheduling through design, review, approval and final delivery
- Maintain umbrella oversight of workflow across London, Geneva and (in part) Hong Kong, ensuring resource allocation matches deadlines and capacity
- Track and manage all jobs in monday.com, keeping project boards accurate and up to date
- Build and maintain complex timing schedules for multi-stage projects, including Watches and Jewellery catalogues and key sale collateral
- Organise and attend production meetings and creative reviews
- Proactively identify scheduling conflicts and capacity pressures, proposing solutions before they escalate

Team Management

- Day-to-day management of the Senior Designer and Senior Artworker — briefing, directing, checking and proofing all creative output
- Allocate work across the team in line with skill sets, deadlines and capacity
- Maintain high standards of quality control across all studio output

Stakeholder & Cross-Departmental Liaison

- Serve as the primary point of contact between Creative Services and the Marketing departments in London
- Liaise closely with the Sales department to anticipate requirements and ensure timely delivery of sale-critical materials, including sale signage planning, execution and installation oversight in liaison with Operations
- Coordinate with the internal Legal team on all printed and digital materials requiring legal review or clearance
- Communicate with confidence and clarity at all levels of the organisation, maintaining a diplomatic and solutions-focused approach
- Work in close alignment with the Creative Services Manager, New York, for optimal international project distribution and cross-departmental support

Supplier & Budget Management

- Act as key point of contact for external vendors; obtain competitive quotes, manage production oversight and review of proofs, including press checks and quality control
- Manage print buying across litho and digital formats, ensuring specifications, quality and lead times are met
- Manage the Creative Services budget, tracking spend and flagging variances

TYPICAL PROJECT SCOPE

- The role encompasses a broad range of print and digital deliverables, including but not limited to:

Print & Production

- Watches catalogues — brief to delivery (Geneva / Hong Kong)
- Gallery Guides and printed sale collateral
- Event collateral: signage, printed menus, merchandising items
- Proposals and presentation documents (often requiring fast turnaround)
- Sale Lot Cards and exhibition price lists
- Stationery, including London and Eurozone business cards
- Geneva collateral — hotel and sale signage vinyls and various print
- Press and digital advertising

Environmental & Signage

- Window vinyls — brief through to installation and de-installation, including Gallery Manager liaison

- Large-format print banners
- Internal signage vinyls and sales environment vinyls

Digital & Communications

- Digital communications: evites, e-signatures and on-screen messaging
 - Oversight and trafficking of multiple sales documents (primarily PDFs)
 - Exhibition collateral including digital and print formats
 - Liaison with internal Legal on printed and digital documents where required
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Professional Skills and Experience

Essential

- Excellent verbal and written communication skills and the ability to communicate in a professional manner
- A polite, friendly and diplomatic manner; calm and effective under pressure
- Expert knowledge of production management and process, print and digital
- Proven experience in a creative project management or creative services management role, ideally in an arts, luxury or high-end marketing environment
- High attention to detail and proven ability to manage multiple concurrent projects in a fast-paced, deadline-driven environment
- Strong people management skills with experience briefing, directing and reviewing the work of designers and artworkers
- Experience with project management and workflow tools — monday.com experience strongly preferred
- Resourceful, flexible and able to forward plan; adept at constructing complex timing schedules
- The ability to work independently and as part of a team

Desirable

- Knowledge of Photoshop, Illustrator, InDesign, social media and digital production applications
 - Experience managing cross-office or international studio workflows
 - Experience in the arts and culture sector, museums and galleries a plus
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Working Conditions

- Work is primarily undertaken in our London office at 30 Berkeley Square and remotely
 - Ability to work additional hours including weekends to meet business deadlines, when required
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To apply please visit: <https://phillipsauctioneers.bamboohr.com/careers/538> Please be advised: due to the high volume of applicants, we are only able to contact those candidates whose skills and backgrounds best fit the needs of the open position.