

# Production and Translation Manager

This position is Remote (CET +/- 2 hours)

We are seeking a Production & Translation Manager to join our exciting start-up, playing a key role in designing and delivering OutThink's ground-breaking SaaS (Software as a Service) Cybersecurity Human Risk Management Platform.

We are building intelligent software that goes beyond traditional security awareness training. Using machine learning technology, OutThink provides innovative and just-in-time learning experiences, nudges, and simulations to hundreds of thousands of users around the world via both desktop and mobile devices with the aim of reducing the risk of security incidents and data breaches. At the same time, we monitor training responses, collect security system data, and continually gather feedback. All this data is collated and processed by our cloud-based engines, culminating in the provision of sophisticated predictive human risk management models. Our models present analysis results via highly visual and interactive on-line dashboards and drive automated improvement actions.

Founded in 2016, OutThink is VC-backed, with the HQ in London and teams across EMEA.

## The Role

The Production & Translation Manager is a key member of our Content team, working closely with the Head of Content and the Product team.

As Production & Translation Manager you will be supporting the Content team with the development, implementation and testing of new user experiences as well as managing the translation and content customisation work for our clients' accounts.

You will oversee the completion of complex translation, localisation, proofreading, voiceover and subtitling projects, delivering to schedule, within budget and to agreed quality whilst ensuring customer satisfaction.

The ideal candidate is focused on good working relationships with clients being sympathetic and understanding to their needs and advising them quickly when they have queries, while also being highly organised, detail oriented and able to manage multiple projects simultaneously in a demanding and fast-paced environment.

You'll take ownership of your projects from day one. You'll work with the senior stakeholders to move things forward, and recommend the tools you need to do your best work.

This is a predominantly remote role in a remote team where open feedback, new ways of working, and thinking out of the box is not only encouraged but expected.

## **Responsibilities**

- Master our bespoke, in-house built content management application (the content editor) and use constructive feedback to help improve it
- Source appropriate translation and content production professionals, ensuring that we can supply when required the correct breadth of languages, experience, cost and expertise
- Negotiate with suppliers to cover our ongoing translation and content production needs at the lowest cost to the company
- Prepare quotes and timelines based on client requirements seeking approval by Team Lead where relevant
- Manage project finances, including budgeting
- Track supplier invoices
- Independently lead and effectively manage the full lifecycle of translations projects including implementation, often in 20+ languages
- Work closely and on a daily basis with clients on their translations and content customisation requirements - attending regular client meetings and providing regular status reports on projects
- Maintain positive client perceptions by proactively seeking and offering solutions
- Relay client feedback to the Content team, and be the voice of our clients in content planning and development
- Support the Content team with the development, implementation and testing of new user experiences
- Perform quality checks of deliverables
- Troubleshoot issues/raise tickets
- Deliver training Sessions & System Demos to relevant stakeholders
- Maintain master decks

## **What You'll Need**

- Fluent English is essential. Knowledge of other languages is an advantage
- Degree in Business, Digital Media Production, English, Foreign Language, Social or Applied Science or other related field
- Outstanding organizational skills: the ability to handle multiple projects at the same time interacting with various stakeholders simultaneously with exceptional attention to detail
- Proven project execution excellence when working independently or across a team to fulfil project milestones within budget and agreed upon timelines
- Experience of working on multi language translation projects, such as projects for 10+ languages
- Strong customer satisfaction focus
- Responsibility and accountability in client-facing situations
- Excellent interpersonal and communication skills: You're comfortable moderating client conversations amongst skilled professionals, communicating goals, vision, and showcasing complex problems with a passion for finding pragmatic and smart solutions
- Demonstrate high levels of EQ – a person who clients and colleagues will trust and enjoy working with

- Technology savvy
- Ability to adapt to a rapidly changing and growing business
- Intrinsic drive and motivation to build a 'world first' and share our start-up vision

#### **Desirable**

- Knowledge of multiple languages
- Previous experience of working in a start-up

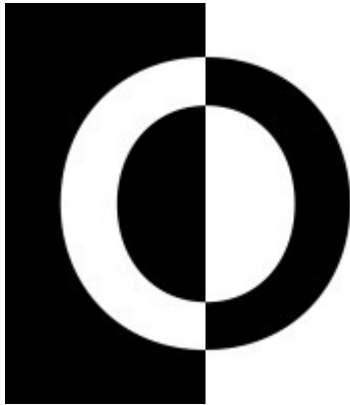
#### **Why we think you'll love it here**

All OutThinkers are part of the journey we're on, so we offer equity options with every role and benchmark against other VC-backed companies to provide above market rate salaries for companies of our size.

Beyond this, there's plenty more that makes OutThink a great place to work:

- Great start-up culture in a fun, friendly, and hardworking team
- Fully remote
- Competitive salary and benefits package
- Share options - a rare opportunity to get in early and have a significant stake in what could potentially be a unicorn start-up, with a huge financial payback
- 34 days paid holiday (including public holidays)
- Amazing Remote socials with food and drink budgets

## About the company



Headquartered in the City of London, OutThink is a young start-up using some of the latest methodologies and technologies to build the world's first truly predictive Cybersecurity Human Risk Management Platform (SaaS).

We are building an innovative, disruptive solution. OutThink is the evolution of traditional security awareness training. Used by large, complex organisations around the world, the OutThink software platform has been developed specifically to identify, understand, measure and manage cybersecurity human risk.

### **Equality & diversity**

Our mission to empower and protect people is a reflection of two of our values: (i) Human First and (ii) We Do the Right Thing. For us, Diversity, Equity and Inclusion is also a reflection of these core values.

As a human first company, we are committed to creating a diverse, equitable and inclusive environment where all our OutThinkers have the opportunity to thrive. We strive for a better OutThink, and a better world. We're working inside and outside OutThink to improve diversity and equity in our industry, and foster an environment where everyone feels a sense of belonging.

Our strategy touches each part of an OutThinker's life cycle, from applicant to employee, ensuring that we keep Diversity, Equity and Inclusion at the core of every point in our candidate and employee experience.