D&AD Awards Production Assistant

Responsible to:	Operations Manager
Contract:	February/March – April 2015 (9-13 week contracts)
	Opportunity to extend contract for 5-6 weeks from end of April
Hours:	Office hours are 9.00am – 6.00pm
	However, flexibility will be required when working to deadlines
	19-23 April 2015 on-site at The Old Truman Brewery for D&AD Awards Judging
Salary:	£18,000 per annum/pro rata
Benefits:	28 Days holiday (Pro-rata and including public holidays)

Responsibilities

Customer Enquiries

- Deal confidently and efficiently with incoming and outgoing entry queries.
- Provide a high level of customer service to entrants.
- Use the D&AD query database to log and resolve all queries.
- When required assist the telesales team to make outbound calls to companies and individuals who may potentially enter the D&AD Awards.

Cataloguing

- Use the D&AD cataloguing system to record and check entry data.
- Sort and open packages.
- Process and file physical entries.
- Quality check moving image, stills and web based entries.
- Identify and resolve problems with entries, contacting the entrant where necessary.
- Complete the detailed cataloguing and packaging and checking process in preparing the work in time for judging.
- Ensure the immaculate presentation and condition of work at all times.
- Liaise with management to resolve complex problems.
- If necessary support other Production Assistants across the Professional or New Blood Awards during busy periods.

Online Judging

- Ensure all the entries are catalogued in time for online Judging.
- Communicate with the judges to ensure they understand and complete the online judging process on time.
- Resolve any issue that may be raised by the judges during the judging process.
- Ensure management is informed of any problems that may arise.
- Ensure all communication with the judges is consistent and in line with D&ADs tone of voice.

Judging

- Assist with the transportation to and set up of work at Judging.
- Ensure work is accurately prepared and displayed for judging.
- Support judging sessions when required.
- Assist jury managers during Judging week when required.
- Jury manage sessions if required.
- Help resolve on-site problems and queries.
- At the end of judging assist in taking down and packing up work and equipment.

Skills required for the job

- Computer literate.
- Good organisational skills.
- Excellent proactive customer service skills.
- Excellent written and verbal communication skills.
- Ability to work on own initiative and as part of a team.
- Ability to work under pressure and to tight deadlines.
- Rigorous attention to detail.
- A second language would be desirable but not essential.
- A knowledge of digital media and file types is desirable but not essential.

Personal Qualities

- Reliable
- Proactive
- Flexible approach to workload
- Knowledge of the advertising and design industry (desirable but not essential)
- Sense of humour