



## Job Description

<b>Job title:</b>	Operations Manager
<b>Reports to:</b>	Director, Awards and Operations
<b>Location:</b>	London E1
<b>Salary:</b>	£28,000 per annum/pro rata
<b>Hours:</b>	0930-1730 (Standard office hours) flexibility is required when working to deadlines and covering team hours.
<b>Benefits:</b>	28 Days holiday pro rata

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**Purpose of job:** The Operations Manager is responsible for the delivery of and project management of Awards Entry, Content Collection and Pencil & Slice projects. Focusing the effective on time delivery of each project whilst maintaining and updating effective processes to ensure the operations fulfil the wider strategy of Operations and D&AD.

### Responsibilities:

#### Customer Service & Entrant Communications

- Develop one-to-one relationships with D&AD's larger entrants, managing communications with these entrants across Awards and Marketing.
- Arrange meet ups and events with loyal entrants with the aim to provide more personal one to one relationships with D&AD's entrants.
- Co-ordinate entrant focus groups where necessary.
- Manage all Professional Awards enquires and entrant communications throughout the year. Ensure that communications reflect the Awards and Marketing strategy and objectives, whilst supporting the operational processes and timings.
- Evaluate and develop processes for answering queries efficiently, managing the online query system, email accounts, Twitter feeds and phone queries.
- Manage the queries hotline and entrant communications throughout the year, ensuring a high level of customer service is provided to entrants.
- Prepare and conduct training for the temporary Queries Team.
- Manage the Queries Team, answering questions, ensuring the team understand and follow protocol, and managing the distribution of queries.
- Create regular reports and analysis of queries, using this information to inform the marketing process and to make any changes to the process to improve efficiencies during the cycle.

- Work with the technical support team to ensure queries are resolved within a suitable timeframe.
- Support international representatives during entry periods to ensure the D&AD Awards messaging and operational processes are accurately communicated.

### **Call for Entries**

- Contribute to the annual review, planning and marketing of the Awards, in particular with regard to entry.
- Review the online entry systems, entrant feedback and detailed entry requirements, preparing all entry data to facilitate entry. Work with Management and Digital Team to implement new systems and action changes.
- Supply the Marketing Team with relevant information and guidance on the entry processes and systems.
- Review and develop print materials to support the entry process.

### **Staffing**

- Review and plan the staff structure and budget for the entry period.
- Manage the recruitment and training of the Production Team.
- Liaise with HR to ensure that all contracts and staff paperwork are prepared.
- Support the Production Team members; hold regular staff meetings and one to one meetings, where necessary.
- Supply the IT & IS Manager with necessary details of space, equipment, hardware and software requirements.

### **Entry**

- Manage the accurate cataloguing, storage, processing and warehousing of all awards entries, ensuring that all entries are ready for judging and presented to a high standard.
- Manage development, amendments and testing for all entry and logging systems.
- Ensure reporting systems are effective and that the CM system's entry data is kept up to date and accurate.
- Ensure all entries are accurately processed and catalogued according to D&AD Judging specifications.
- Ensure that entrants receive an excellent level of customer service, ensuring a consistent standard is maintained between incoming queries and outgoing entry correspondence.
- Ensure a smooth transition between the end of Entry, Cataloguing and the beginning of Judging preparation.
- Manage sessional staff during the Entry process, ensuring targets and deadlines are met.

### **Judging**

- Prepare the online judging schedule and online judges' communications.
- Manage and timetable the sessional staff during the Judging process.
- Train the sessional staff on judging processes.
- Oversee the display of work at judging, ensuring that all changeovers and takedowns are efficient and accurate, and that work is safely stored once a judging session is completed.
- Ensure all work modifications are processed efficiently and accurately.
- Manage the photography of winning work where necessary.

- Prepare all physical entries for Black Pencil judging.
- Post judging, ensure that winning physical entries are filed, queries relating to winning work are dealt with and that any judging feedback is recorded and collated.

### **Content**

- Manage the content coming out of the Awards, to ensure it is easily accessible, fully and accurately utilised by all relevant departments and external organisations.
- Manage the collation, proofing and distribution of credits and content.
- Liaise with external suppliers and organisations about content requirements. Give guidance and information to ensure assets and data are used to the best effect.
- Supply content for events such as the ceremony and exhibitions. Proofing and check the accurate presentation of content at external events.
- Manage the content collection systems, database and process to ensure a high quality; accurate record of all content is obtained.
- Ensure the correct checks are performed on written credits and images for the production of the Annual.
- Manage sessional staff during the content collection process.
- Ensure all deadlines are met.
- If required, artwork content for use at exhibitions and events.

### **Pencils & Slices**

- Manage the production, processing and distribution of the Pencils & Slices, develop current methods and procedures and find the most economical and reliable partners to work with.
- Liaise with the Marketing Team regarding sales of Pencils & Slices and alert the Project Owner to any issues regarding budget/revenue.
- Rationalise and ensure relevance of selected Pencil recipients (and the process of identifying them) in line with industry changes.

### **Categories & Formats**

- Provide feedback on the categories and category structure to the Categories Project Manager to aid the review and development of categories.
- Manage the research of and review entry formatting to ensure the most appropriate, cost effective options are in place, reflecting industry developments and fulfilling D&AD's strategy on sustainability.

### **General**

- Contribute to the strategy and planning of the Awards and Operations yearly cycle.
- Manage relationships with external suppliers across projects. Review and source new suppliers, ensuring competitive prices are established and clear communications are in place.
- Make efficiencies in the operational processes, always seeking new ways to streamline processes.
- Help prepare reports, presentations, correspondence and any other documents, where necessary.
- Represent D&AD at events wherever necessary.

**Skills required for the job**

Team management  
Excellent organisational and administrative skills  
Excellent written and spoken communication skills  
Ability to work on own initiative and also as a team member  
Sound knowledge of and confidence in IT systems  
Systems Management  
Project Management  
Flexible approach to workload  
Ability to work well under pressure and to tight deadlines

**Preferred experience**

Experience in working with Content Management Systems  
Experience/knowledge of the creative industries and/or other awards shows  
Experience in managing a large temporary team