



Job Description D&AD Awards Entry Executive

Responsible to: Awards Entry Manager

Hours: Office hours are 9.30am – 5.30pm,
Production office hour's 9:00am – 6:00pm (February-May)
However, flexibility will be required when working to deadlines
20-27 April 2017 on-site at The Old Truman Brewery for D&AD Awards Judging

Salary: £24,000

Benefits: 28 Days holiday (Pro-rata and including public holidays)

Purpose of job: This role is to assist the Entry Manager all aspects of Entry delivery. Key projects include customer service management of all queries across D&AD, provide supervisor level support for the Production Team and assist on entry developments.

Responsibilities:

Customer Enquiries (PA, IMPACT, NXT)

- Deal confidently and efficiently with incoming entry enquires on a year round basis.
- Provide a high level of proactive customer service to entrants.
- Be the first point of contact for Professional Awards, Impact Awards, Next Awards. Support general company enquiries after reception where required.
- Track query levels across awards programmes, creating trend reports, analysis and development where necessary.
- Answer queries on site during Awards judging events.
- Oversee and resolving any eligibility issues that arise with awards entries at judging events.
- Fulfill and develop a customer service plan for Professional, Impact and Next Awards.
- Prepare and conduct training for temporary Queries Team.
- Oversee requests for changes of credits on website after judging week including liaising with Digital Team.

Call For Entries / Entry

- Be a point of support for the Entry Manager, supervising and supporting the Production Team when necessary.
- Oversee production reporting and entry analysis, including supporting information and notes proofing and duplicate entry analysis.
- Oversee the return of awards entries.
- Supervise the chasing of entrant packages to arrive at D&AD offices.
- Supervise the storage of awarded entries.
- Work with management for preparation of all Call for Entries materials.
- Perform testing for the Awards entry sites, logging systems and judging systems.
- Perform entry checks by category and jury, ensuring the issues are raised and resolved.
- Monitor and collate special requirements, ensure analysis is feed into Entry Manager.

- Work with management to the set up of the production space.

Judging

- Coordinate schedules for production team and volunteer staff during judging week alongside management
- Assist with management of production and volunteers during judging week
- Work with management regarding entry issues on site during judging week
- Oversee the resolution of eligibility queries.
- Review and develop judging jury manager packs.
- Support Entry Manager wherever necessary.
- Carry out Jury Managers training where necessary.

Online Judging

- Oversee Online Judging communications.
- Monitor Online Judging progress and report into the Awards Entry Manager.
- Ensure deadlines are met and communicate any issues/delays to the Entry Manager.
- Work together with the Digital Awards Executive on preparation and set up of Online Judging.
- Oversee exporting and importing of data into the Logging and Judging System.

Research, Analysis

- Perform industry research
- Collate and analyse awards data

General

- Assist in the taking down and packing up of work at judging events.
- Coordinate building the archive data where necessary.
- Perform any other duties deemed appropriate by the Awards Entry Manager

Skills required for the job

- Rigorous attention to detail
- Excellent customer service skills
- Excellent organisational skills
- Excellent written and verbal communications skills
- Good research and analytical skills
- Ability to work on own initiative and as part of a team
- Ability to work under pressure and to tight deadlines
- Computer literate including knowledge of CMS, Filemaker and the Adobe Creative Suite. (desirable)
- Experience of Salesforce (desirable)

Personal Qualities

- Reliable & Proactive
- Attention to detail & flexible approach to workload
- Knowledge of the advertising and design industry (desirable)
- Sense of humour