D&AD Awards Content Collection Assistant

Please submit Cover Letter and CV in ONE document

Deadline: 9am 23rd March 2017

Interviews: w/c 27th March 2017

Responsible to: Awards Entry Manager

Contract: April 2017 (4 week contract)

Hours: Office hours are 9.30am – 5.30pm

Salary: £19,600 per annum/pro rata

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

Responsibilities

Data Collection

- Liaise with winning entrants regarding credits and assets of their work
- Chase entrants near deadlines to assure work is submitted on time
- Check all assets match the correct format for the annual team and chase entrants if not
- Process and update credits using Salesforce where required
- Proof reading supporting information for the annual team

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.
- Quality check moving image, stills and web based entries.
- Identify and resolve problems with entries, contacting the entrant where necessary.

- 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.

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.
- Flexible Approach to working hours, especially during Judging week
- 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.
- A knowledge of Salesforce would be 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