



D&AD New Blood Awards Production Assistant (Digital)

Job Description

Reporting to:	Foundation Executive
Contract:	March - May 2018 (contract lengths vary)
Location:	London E1/E2
Hours:	Office hours are 9am – 5.30pm However, flexibility will be required when working to deadlines and for judging events.
Salary:	£20,000 per annum / pro rata
Deadline:	Monday 5 February 2018

Please submit Cover Letter and CV in ONE document and email to marie.dryden@dandad.org

Purpose of job:

Every year D&AD's New Blood Awards receive thousands of entries from students, graduates, and other young creatives all over the world. This role is to assist in all aspects of production of the Awards; from helping entrants submit their work, through to collecting credits and content for the work that eventually wins.

Key Responsibilities:

- Edit awards entry media where necessary.
- Store and file edited media appropriately.
- Resolve encoding issues.
- Transcode and upload media from awards entry data discs where necessary, and make sure data discs are clearly labelled and stored.
- Identify problems with media.
- Where possible convert files that do not meet the media specifications.
- Resolve AV issues at judging events where necessary.
- Liaise with management to resolve complex problems.

Customer Enquiries

- Deal confidently and efficiently with incoming and outgoing entry queries.
- Provide a high level of customer service to entrants and tutors.
- Use the D&AD query database to log and resolve all queries.

Cataloguing

- Use the D&AD cataloguing system to record and check entry data.

- Sort and open packages and process 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, packaging and checking process to prepare the work in time for judging.
- Ensure the immaculate presentation and condition of work at all times.
- Liaise with management to resolve complex problems.

Online Judging

- Ensure all the entries are catalogued in time for online judging.
- Communicate with judges to ensure they understand and complete the online judging process on time.
- Resolve any issues that may be raised by the judges during the judging process.
- Inform management of any problems that may arise.

Judging

- Assist with set up and take down of judging events.
- Assist the Digital Team in set up and distribution of judging devices.
- Ensure work is accurately prepared and displayed for judging.
- Support judging sessions and assist jury managers when required.
- Jury manage sessions if required.
- Help resolve on-site problems and queries.
- Provide results support if required.

Content Collection & Editorial

- Collect, collate and proof successful entry credits and images for trophies, certificates, Awards Ceremony, Membership recruitment, D&AD website, exhibitions and publications.
- Contact entrants to resolve problems with credits and images.

General

- Work with management and Finance department to reconcile entry payments where necessary.
- Provide support for the Professional Awards Production Team if required.
- Perform any other duties deemed appropriate by the Foundation Executive or New Blood Manager.

Skills required for the job

- Excellent working knowledge of: Adobe Production Suite (Adobe Premier Pro, Adobe After Effects and Adobe Photoshop); digital media and file types; AV and IT equipment, including 3D technology.
- Good organisational skills.
- Excellent 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 (desirable but not essential).
- Knowledge of the advertising and design industry (desirable but not essential).

Personal Qualities

- Reliable
- Proactive
- Flexible approach to workload
- Sense of humour