



Job Description

Job title:	Operations Executive
Reports to:	Senior Operations Manager
Location:	London E1
Salary:	£25,000
Hours:	0930-1730 (Standard office hours) flexibility is required when working to deadlines and covering team hours.

Purpose of job: The role of the Operations Executive is to manage the digital awards systems maintenance and the development and technical running of the awards programmes. The position is key to ensuring the smooth-running of all technical aspects of D&AD Awards judging events alongside the entry & results processes.

Responsibilities:

Systems

- Coordinate the ongoing review and implementation of all awards systems, including, but not limited to entry, judging cataloguing, customer service and content collection systems
- Ensure awards digital systems are maintained and potential issues are flagged and resolved
- Cover day-to-day communication between operations/awards and the digital department to ensure the smooth running of all awards-related systems
- Work with stakeholders to ensure business needs are understood and incorporated in all developments

Analytics and Reporting

- Support the management of all awards-reporting dashboards, ensuring reports are up-to-date and relevant
- Analyse and report on system efficiencies
- Analyse voting patterns following judging events
- Analyse and report on user requirements to inform the awards digital offering
- Reporting for entry project, business development & operational requirements

Entry/Judging & Online Judging

- Work with Senior Operations Manager and Awards Executive to facilitate setup and display for judging events, using systems data for on-site curation
- Coordinate the technical systems launch for all awards programmes including the preparation and supply of matrices to the digital department
- Report on formats, number of entries, space and equipment required where necessary
- Ensure effective judging systems are in place and regularly reviewed for online judging, jury set-up and results processing
- Support the preparation of judging schedule, staffing schedule and training material for Jury Assistants and Jury Managers
- Train awards team on technical aspects of judging and voting
- Monitoring voting progress, troubleshooting voting issues and making recommendations for the following rounds of judging
- Collate feedback on the voting process and evaluate changes required for following years
- Track results during judging, ensuring that all work modifications are processed efficiently
- Ensure successful entries and voting materials are prepared and presented to a high standard for Black Pencil judging, managing the results process and communication across relevant teams
- Provide IT and Events teams with AV/IT requirements for judging events

- Manage the technical running of online judging including population of rounds, judges etc
- Ensure judging systems are set-up, tested and populated for judging events

Results/Winners Data

- Manage the results process to ensure results are accurately recorded and checked
- Generate 'Most Awarded' rankings, league tables and results for special awards
- Coordinate exports of winners data and media for production company (Ceremony Production)
- Ensure accuracy of winners data, credits and media
- Coordinate setup of system for Content Collection and supply technical support
- Coordinate data cleansing exercise

Archive

- Support the archive population with all winning data from 1962 onwards
- Coordinate data exchange between Archive Assistant and Digital Team

General

- Provide regular feedback to aid the review and development of all awards products
- Attend industry meetings where relevant
- Represent D&AD at events wherever necessary

Skills required for the job

Project Management experience

Excellent organisational and skills

Confident written and spoken communication skills

Ability to work on own initiative and also as a team member

Sound knowledge and confidence in IT systems

Flexible approach to workload

Research and analytical skills

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