



Job Description

Job title: Awards & Membership Assistant
Reports to: Director of Awards & Membership
Location: London E1
Salary: £20,000
Contract: 6 Month Contract
Hours: 0930-1730 (Standard office hours) flexibility is required when working to deadlines and covering team hours.

Purpose of the role: The purpose of this role is to support the administration and delivery of the awards & membership programmes. Priorities to include the communication with, and retention of, existing members; fulfillment and administration of annual and pencil orders and to ensure membership interests are represented at D&AD activity and events.

Key responsibilities include, but are not limited to:

Research & Development

- Support the research and development of designated awards categories and judges
- Research industry trends
- Identify potential awards judges from the membership and wider industry
- Conduct competitor research

Analytics & Reporting

- Collate and analyse awards and membership data
- Track query levels across membership, creating trend reports and analysis
- Track and monitor the use of discount codes, credit notes and refunds

Communications

- Act as the primary point of contact to members throughout the year
- Provide a high level of customer service to members, confidently answering queries
- Carry out outbound customer service calls, ensuring members feel valued year-round
- Manage inbound membership sales enquiries, converting leads into new members

Outreach & Partnerships

- Research potential corporate members
- Research & secure in-kind partnerships and discounts for D&AD members
- Maintain existing partnerships agreements where applicable
- Liaise with third parties to ensure agreements regarding membership benefits are being fulfilled

Administration & Operations

- Assist in testing Awards systems
 - Order & track stationery and equipment to facilitate operations across awards and membership
 - Facilitate discount codes and refunds
 - Support judging and results management, pre event and on-site
 - Fulfil the production, printing and distribution of Pencils and Annuals
 - Support procurement processes, ensuring value for money
 - Work with Director of Awards & Membership to ensure membership interests are represented at D&AD events, acting as point of contact where appropriate
 - Facilitate the administration of member events
 - Generate sales invoices to fulfill membership purchase enquiries
 - Process the renewals of all membership types (Individual/Company/Education Network)
 - Review CRM processes, implementing improved workflows
 - Ensure membership data is up-to-date, and maintained at a high standard
 - Additional administrative tasks as required
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Required Skills

- 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, Salesforce and Photoshop (desirable but not essential)

Personal Qualities

- Reliable
- Proactive
- Flexible approach to workload
- Knowledge of the advertising and design industry (desirable)
- Sense of humour

In order to comply with the Prevention of Illegal Working, Immigration, Asylum and Nationality Act, you will need to provide appropriate documentation that proves that you are eligible to work in the UK.

D&AD is committed to a policy of Equal Opportunity and Diversity. It is our commitment that no member of staff or job applicant will be treated less favourably on the grounds of their sex, marital or parental status, race, colour, nationality, religion, belief, disability, age, sexual orientation or gender reassignment.