



D&AD Warehouse Awards Production Assistant 2019

Please submit Cover Letter and CV in ONE document and email to bonita.bryan@dandad.org

Deadline: 9am Friday 7th December 2018

1st Interviews: w/c 10th December 2018

Reports to: Operations Manager

Contract: February/May 2019 (11-15 week contracts)

Salary: £20,000 per annum

Hours: Monday - Friday (9:30am - 5:30pm)

Flexibility will be required when working to deadlines

16th - 20th May 2019 on-site at The Old Truman Brewery for D&AD Awards

Judging

Responsibilities

- Maintain an organised working environment during cataloguing
- Assist in the set up and maintain an efficient storage system for physical entries
- Responsible for the organisation of incoming packages for cataloguing and storage
- Record and resolve problems with packages and entries, contacting the entrant where necessary
- Assist in the transportation of awards entries between the D&AD production space and offsite storage facility
- Ensure that all entries are stored correctly and are easily accessible
- Work offsite at a D&AD storage facility when required
- Perform regular duties to ensure the health and safety regulations are adhered too
- Track the whereabouts of expected packages and communicate with the entrant where necessary
- Use the D&AD logging system to record and check entry data
- Sort and open packages
- Process and file 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 and packaging and checking process in preparing the work in time for judging
- 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

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

Online Judging

- Ensure all the entries are catalogued in time for online Judging
- Communicate with the judges to ensure they understand and complete the online judging process on time
- Resolve any issue that may be raised by the judges during the judging process
- Ensure management is informed of any problems that may arise
- Ensure all communication with the judges is consistent and in line with D&ADs tone of voice

Judging

- Assist with the transportation to and set up of work at Judging
- Manage the warehouse space at judging
- Ensure work is accurately prepared and displayed for judging
- Support judging sessions when required
- Assist jury managers during Judging week when required
- Jury manage sessions if required
- Help resolve on-site problems and queries
- At the end of judging assist in taking down and packing up work and equipment
- May be required to stay in nearby hotel during festival (paid for by D&AD)

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
- Knowledge of digital media and file types is 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

Please note due to the number of applications we receive, we regret that you will not be contacted unless you are shortlisted for an interview. If you have not heard from us within three weeks of the closing date of your application you should assume that you have not been successful on this occasion.

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.