Job Description

Job title:	Senior Operations Manager
Reports to:	Awards & Operations Director
Location:	London E1
Salary:	£42,000 per annum
Benefits:	For list of benefits see dandad.org/careers
Hours:	0930-1730 (Standard office hours) flexibility is required when working to deadlines and covering team hours
Application:	Please send your Cover Letter and CV in one document to donal.keenan@dandad.org, using 'Senior Operations Manager' as the subject line for your email

Purpose of job: The role of the Senior Operations Manager is to manage all operations in setting up and running the annual D&AD Awards and associated projects. This includes management of the operations teams to deliver the programme and management of the awards systems and their requirements. The role is set up to manage the delivery of the Awards programme and operational processes, ensuring budgets and people are working effectively as well as reviewing and innovating workflows and procedures to keep methods fresh for future years.

Responsibilities:

Projects
- Manage the operational delivery of all departmental projects; including but not exclusive to Awards Judging, Entry / Call for Entry, Content Collection, Membership, Annual, Systems development, Results, Rankings and Reporting
- Project manage the launch of awards programmes ensuring marketing and digital functions are coordinated
- Manage and define projects, ensuring timelines, budgets and completion dates are met and understood by project teams
- Ensure project responsibilities are set and communicated to the project teams and stakeholders
- Manage project budgets ensuring projects are delivered within cost allocated
- Manage and work with external partners / suppliers to deliver projects where necessary
- Set project targets and goals
- Report project risk to management where necessary

Staffing
- Manage staffing and training needs for day to day running of the awards programmes
- Ensure staffing levels are appropriate for all projects and events
- Recruit, train and manage staff where necessary
- Train all relevant staff to ensure technical systems and processes are understood
- Oversee team workloads where necessary

Systems
- Manage the ongoing review, implementation and improvement of all awards systems, including but not exclusive to entry, judging, cataloguing, customer service and content collection systems
- Manage external suppliers to implement system project plans
- Build and foster relationships with external suppliers to ensure good working relationships and mitigate business risk
- Work with stakeholders to ensure business needs are understood and incorporated in all developments
- Ensure awards digital systems are maintained and integrated into other areas of the business
- Manage and develop the awards acquisition pipelines to aid business development teams
- Manage the technical scoping and implementation of new awards projects

Analytics, Results & Reporting
- Manage the judging process to ensure results are accurately recorded and checked
- Manage the process of collating all results for Most Awarded tables, Rankings and league tables
- Manage all awards reporting and dashboards, ensuring reports are accurate, current and relevant
- Work with CRM manager to ensure reports fulfil team and management requirements
- Analyse and report on system efficiencies
- Analyse voting patterns post judging events
- Analyse and report on user behaviour to inform awards digital offering

Development
- Act as an awards technical strategist with a key aim to develop awards systems to ensure they are innovative and future facing
- Use key technical knowledge, judges and customer feedback to develop new digital awards products that deliver on D&AD's mission
- Research and develop processes and workflows to ensure growth within the awards programme is sustainable and cost effective

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
- Develop presentations where necessary to communicate to project teams and management

Skills required for the job

Min. 3 years project management experience

Min. 3 years personnel management experience

Proven budget 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 web/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

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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.