WE NEED YOU

WE'RE LOOKING FOR

Brand AI Operations Coordinator

LOCATION:
London / Hybrid

WORKING HOURS:
Monday – Friday (flexible working considered)

SALARY/DAY RATE/GRADE:
Up to £30,000 per annum (pro rata)

OTHER BENEFITS:
Discount portal, Aviva Pension, Samsung/HP Discounts, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a £500 lifestyle voucher!

CONTACT TYPE:
Fixed Term Contract

REPORTING IN TO:
Head of Production

WE ARE LOOKING FOR A METICULOUS, TECH-FLUENT AI OPERATIONS COORDINATOR

In this role you'll join a small, fast-moving team. This is a fixed term contract role (4 months, with potential to extend based on project performance) for someone who sits at the intersection of technology, client service, and brand integrity.

You will work directly with clients in the retail and technology sector, including brands such as Samsung and EE, to train, test, and quality-assure AI agents that deliver branded content experiences. Day-to-day, this means feeding content into AI training databases, testing outputs against briefs and design concepts, identifying where the AI falls short, and making targeted improvements through prompts and datasets until it behaves exactly as intended.

You will report directly to the Head of Production and work closely with the Co-Founders and Head of Technology. You will be the connective tissue between clients, developers, and the AI itself. Translating feedback in both directions and keeping projects moving forward. The team operates at between 5 and 12 people depending on projects in flight, so adaptability and strong communication are essential.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

AI TRAINING & TESTING
- Input copy, content, and data into AI training databases and content management systems
- Chat directly with the AI agent to test outputs against client briefs and design concepts
- Identify errors, inconsistencies, or 'hallucinations' and diagnose their root cause (prompt, data, brand guide, or configuration)
- Make targeted improvements through prompt adjustments and dataset updates until outputs meet expectations

BRAND & COPY QUALITY ASSURANCE
- Perform meticulous copy QA on AI-generated responses against client brand guidelines, tone of voice, and grammar standards
- Audit AI outputs across platforms for consistency, flagging and correcting any deviations from the brand style guide

FEEDBACK & COMMUNICATION BRIDGE

- Act as the primary point of contact for client queries regarding AI performance and training progress
- Translate non-technical client feedback (e.g. 'it sounds a bit robotic') into clear, actionable Jira tickets for the development team (e.g. 'Adjust temperature settings and update brand voice guidelines to include more contractions and informal greetings')

WE TURN HUMAN CONNECTION INTO BRAND GROWTH

▪ Maintain daily updates via the teams channel, keeping both clients and internal stakeholders informed of progress

PROJECT COORDINATION & DOCUMENTATION
▪ Track project scope, timelines, and developer updates to ensure alignment with client needs
▪ Log all training findings and QA decisions in a shared Google Sheets tracker, creating a structured record that supports knowledge transfer and project continuity
▪ Document process clearly and consistently, your notes will serve as the institutional record for the project

DATA RESPONSIBILITY
▪ Handle client data and AI interaction logs with care and discretion
▪ Maintain awareness of GDPR obligations when working with customer-facing AI interactions. Full support and guidance will be provided on data handling protocols

OUR IDEAL PERSON &
THE ESSENTIALS WE'RE AFTER

▪ You're the person who catches a double space or a slightly off-brand tone from a mile away, meticulous attention to detail is second nature to you
▪ You're tech-fluent and use AI tools like ChatGPT, Gemini, or Claude in your day-to-day life. You don't need to write code, but you're comfortable navigating AI platforms and explaining what they're doing in plain language.
▪ You're a natural communicator; you can talk to a developer about logic flows and then turn to a client and talk about brand pillars without missing a beat.
▪ You're organised and process minded. In this role, you don't just handle tasks as they come in, you will build a system, document it, and improve it
▪ You're a problem solver at heart. When the AI makes a mistake, your first instinct is to figure out why was it the prompt? The data? The brand guide? Then document it clearly so it doesn't happen again
▪ You're someone who can explain things well. You can take vague client feedback like 'it sounds a bit robotic' and turn it into a specific brief for developers: 'Adjust temperature settings and update brand voice guidelines to include more contractions and informal greetings.
▪ You're comfortable with ambiguity. This is a new kind of role, and no two days will look the same, you bring calm, structure, and curiosity to that

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