# A picture containing text, clipart  Description automatically generatedJob Description (Business Support Assistant)

The Business Support Assistant will provide general support to staff across the Business Operations, Engagement and Rural Hub Town departments. This post could suit someone with limited workplace experience and will require the ability to work well with teams and colleagues across the company.

|  |  |  |  |
| --- | --- | --- | --- |
| **Department** | Business & Operations | **Contract Type** | Full Time (35 hours per week) |
| **Function** | Provides general support to staff across the business & operations, engagement and rural hub towns departments. This entry level position would suit someone with the drive and ability to work well with teams and colleagues across the company.  | **Location** | Pageant House, Warwick |
| **Holiday Entitlement** | 28 days including Bank Holidays |
| **Notice Period** | 1 month |
| **Reports To** | Company Manager |
| **Manages** | N/a |

## Administration

Provide support to the Business & Operations department with the smooth running of the business. Tasks can include (but are not limited to):

* Answering telephone calls and fielding general enquiries
* Data inputting and editing
* Maintaining office and remote office supplies and equipment
* Data processing across the company including the rural hub towns, community touring and cinema scheme databases
* Routine support calls to local promoters
* Supporting the team in booking and delivering meetings or events
* Maintaining Company diary

Marketing and Publicity

Provide support to the Audience Engagement Team across their activity including:

* Design, production and distribution of print marketing materials
* Contributing towards the Live & Local Social Media channels
* Support in creating graphics, video and other content for Live & Local’s channels
* Monitoring and evaluation (data gathering/entry) support
* Contributing to eMarketing campaigns
* Maintaining contact lists (audience, stakeholder and press mailing lists)
* Copywriting and proofreading
* Supporting in the maintenance of the Live & Local Website
* General administrative and other support to the department
* Provide support to voluntary promoters and community groups in marketing and publicising their events.

Projects

Provide administrative support to the Programme Administrator and Project Managers for our Rural Hub Towns (RHT) project. Tasks include (but not limited to):

* Design, production and distribution of print marketing materials
* Design and copy writing for the RHT Newsletter
* Desk research and development
* Collecting and collating monitoring data
* Data input and editing
* Administrative support relating to reporting
* Handling enquiries
* General administrative duties (booking accommodation/venues/catering etc)

General Duties

* Attendance / support at Promoter and other stakeholder meetings
* Providing support to other departments
* Attending and providing support at Live & Local meetings and events
* Attending conferences, professional development training and other networking opportunities as necessary
* Other reasonable duties as deemed appropriate

Person Specification

## Experience and Knowledge

Desirable

* Employment experience in similar role(s) in the arts sector,
* Experience of working in an office-based role.
* Experience of social media channels,
* Experience of using databases,
* Experience of using Mailchimp,
* Marketing copywriting experience.

Skills

Essential

* Excellent telephone manner,
* Proven interpersonal skills with a friendly personality,
* Team worker,
* Proactive,
* Attention to details and accurate data inputting.

Desirable

* Confident and competent computer user with experience of Microsoft office professional software (Word, Excel, Teams, Outlook, Access, Sharepoint),
* Creativity and design skills and experience with professional software (Canva, Photoshop),
* Able to work effectively and methodically under pressure to multiple deadlines.

Education and Qualifications

Essential

* Good standard of written and spoken communication skills,
* Willingness to learn new skills and undertake training.

Desirable

* Track record of undertaking training in areas relating to the job role.

General

Desirable

* Current driving licence and access to a car,
* Able to work occasional unsociable hours (evening/weekend) at Live & Local events.