



## **Job Description**

**JOB TITLE:** Communications and Administration Assistant (interim cover)

**SALARY:** Range of £24,000 to £27,000 commensurate with experience

**RESPONSIBLE JOINTLY TO:** Operations Manager and Head of Marketing & Communications

**HOLIDAY:** 25 days Annual Leave entitlement for a 12 month period

**HOURS:** Full time; Office-based and office working hours with occasional evening events. Open to considering flexible/family friendly working hours

**This is a fixed-term maternity cover role for a period of 12-14 months to cover a variety of duties in Communications and Administration**

**ABOUT BAKER STREET QUARTER PARTNERSHIP:** We are the Business Improvement District (BID) for the Baker Street area of Marylebone – well known as a desirable location and a key commercial district in London’s West End – as well as for a certain Mr Holmes. Our work is far reaching to ensure this vibrant area is a great place to work, live and visit. We are funded and directed by the larger businesses and property owners in the area and are not for profit, with everything we do focused on the betterment of the area.

We are looking for a highly organised, exceptional individual who wants to make a difference to support our small, busy, friendly team. We are funded by businesses to create a quality environment in which to work and live, a vibrant area to visit and a profitable place to do business in this important area of Marylebone.

Your role will have dual focus:

To be responsible for a range of regular communications including the weekly newsletter and social media activity whilst providing first-class administration support to the team and office to ensure the smooth delivery of projects and services.

The role responsibilities include:

Administration:

- Administrative support for all team members
- Welcoming guests and providing refreshments
- Managing enquiries and member support requests and coordinating responses from the rest of the team
- Updating the general and marketing databases and mailing lists
- Organising and servicing team meetings including notes of action points
- Researching and collating area information including planned street works
- Managing stock and distribution of marketing collateral
- Administrative support for member events, social programme and training courses
- Supporting Smarter Giving initiatives including liaison with charities and business members
- Ensuring all administration and duties commensurate with the smooth running of the office are completed
- Liaising with contractors including cleaning, and maintenance
- Supporting the Operations Manager with office management matters including insurance, IT/comms and equipment
- Arranging meeting catering and AV provision when required
- Ensuring the office is fully stocked, well presented and well maintained
- Managing the operation and hiring out of the meeting room
- Financial administration duties including cheque banking and petty cash

Communications:

- Manage and implement the production and distribution of the weekly digital newsletter - Sourcing and creating content with team, members and partners - Planning and scheduling editions - Review recipient data and monitoring responses
- Develop social media content across all social media channels - Schedule and plan content in line with newsletter - Create daily content sourcing engagement activities
- Produce content for the BakerStreetQ website
- Develop and manage deals and directory for Baker Street Regulars
- Develop and maintain relationships with local retailers face to face

- Create promotional campaigns to drive downloads and redemptions
- Produce bi-annual Neighbourhood Newsletter
- Follow-up and develop relationships with non-member business enquiries
- Attend and occasionally assist with company run events
- Provide ad-hoc support for other Vibrant Quarter activities when required

To undertake such other duties commensurate with your position, and / or hours of work, as may reasonably be required

#### SKILLS REQUIRED:

- At least three years' experience in a comparable role including some experience of creating communications
- Excellent customer care and communication skills
- Excellent organisational and administrative skills
- High attention to detail and strong copy writing and proof reading skills for a variety of channels
- Excellent planning and time management/multi-tasking skills, with the ability to take the initiative and work independently with little supervision
- Ability to build and maintain partnership relationships
- Ability to compile and accurately record information
- Well-versed in the latest social media and integrated communications channels
- Advanced competence in IT, in particular in MS Office, some competency in contact databases (in particular input, retrieval of data and the ability to use database) and Photoshop ideal
- Ability to work to tight deadlines whilst ensuring a high standard of work
- Ability to work effectively in a team

#### APPLICATION

Application by cover letter and CV to [recruit@bakerstreetq.co.uk](mailto:recruit@bakerstreetq.co.uk)

Closing date: 11th September 2017 (Early applications are encouraged)

Interviews: Mid/late September with a view to starting in early November.

Any queries or requests for further information should be directed to Jenny George via [recruit@bakerstreetq.co.uk](mailto:recruit@bakerstreetq.co.uk)