



Job Description: Team Assistant

Reporting to: Managing Director and Courses Manager of Curtis Brown Creative Limited (“CBC”)

1. MAIN PURPOSE OF ROLE

The Team assistant will:

- provide administrative support for the running of CBC’s courses, with key focus on the online courses.
- assist with the promotion and digital marketing of CBC’s courses

2. DUTIES

(i) Administrative

- **Tutor/student/customer care and communications:** dealing with enquiries from students and giving support as required to tutors, agents and visiting speakers. Monitoring the CBC Courses inbox and responding to basic queries from the general public.
- **Course Administration:** providing support for all our courses, to include basic admin for course applications and selection, workshop/tutorial-scheduling, classroom set-up, printing and distributing materials, assisting with the running of events (including online agent days), collecting and collating feedback, diarising and record-keeping.
- **Foundation Courses – moderating & administration:** key responsibility as point person for the smooth running of CBC’s shorter pay-and-enrol online courses, including but not limited to moderating student forums, dealing with technical issues, answering queries, trouble-shooting and providing customer care, and liaising with freelance readers.
- **General administrative:** The Team Assistant will also support the Managing Director and Courses Manager with general admin, including but not limited to sending out invoices for course fees and chasing payments, preparing materials for meetings (using excel and PowerPoint), keeping the CBC calendar updated, arranging meetings, booking the board room, liaising with Curtis Brown and C+W Agency’s book department, assisting with the organisation of events.

(ii) Marketing/Promotion

- **Producing Website Material:** writing and uploading course descriptions and promotional copy to our website, and updating general website copy as necessary.

- **Blogging:** blogging on matters of interest to students and new writers (often involving interviewing writers and agents), producing at least one new blog piece per week. In due course we will want the assistant to be involved in filming and editing short promotional videos, and will support them in developing the necessary skills.
- **SEO:** The assistant will be responsible for ensuring all online content has SEO to improve CBC's online visibility
- **Newsletter and Mailchimp Mailing list:** supporting the Courses Manager with producing weekly newsletters linking to our blog and promoting our courses, and in managing our mailing list.
- **Social media:** maintaining the CBC Twitter and Facebook accounts and working to grow our social media presence.
- **General promotion/marketing:** The assistant will give general support to the Managing Director and Courses Manager in the vital work of marketing and promoting and marketing our courses, including but not limited to producing promotional materials and assisting with events-management.
- **Other duties:** Each member of staff in this small company must be adaptable and must pitch-in where necessary to ensure our courses are promoted and delivered effectively, including covering the essential work of other staff during absence, and any other duties as the Managing Director and Courses Manager may reasonably determine from time to time.

3. WORKLOAD ALLOCATION

This role is performed for five days each week (Monday to Friday). Regular hours will be 9.30am to 6pm, but the Team Assistant will be sometimes be required to work slightly later on some days to provide support for classes taking place in our offices during the evenings

6. OTHER INFORMATION

You'll be based in Curtis Brown's central London offices as part of a team of three permanent staff, and will be working with CBC's tutors (who are all published authors), students, the Curtis Brown and C+W Agency book agents and some of their clients, and – via social media and online – the wider world of writers.

Salary (at a rate to be agreed) will be payable in arrears on the last working day of each month, directly into your bank account.

Please note that we can only recruit either a) a British citizen, or b) someone who already has the right to work in the UK, into this role and you may be asked to provide original documentation as evidence of this. Unfortunately, CBC is unable to help with work permits, finding accommodation or travel costs.

We are keen to promote diversity in our recruitment, and welcome all applications from people with interesting ideas, skills and experience.

4. TO APPLY

Please send the follow to jobs@curtisbrown.co.uk ensuring that you put 'CBCC ASSISTANT APPLICATION' in the subject line of your email.

- Your CV
- A covering letter (please include details of the dates you are available to start)
- A sample blog post, written by you, which could potentially be used on the CBC website. We suggest you choose a topic of interest to aspiring novelists who might be considering applying to one of our courses (Hint: our blog posts, which offer writing tips/advice, all come from our tutors, agents and published authors – don't be tempted to write a blog post in which you give writing advice yourself unless you have an appropriate level of experience).

You must send these materials as Word or PDF documents attached to your email.

DEADLINE FOR APPLICATIONS: 12 noon on Monday 26th February

INTERVIEWS: To be held in the same week or early in the week of Monday 1st March

START DATE: Immediate (depending on the successful candidate's current notice period)

www.curtisbrowncreative.co.uk