

Job Description: Intern – Talent Department, Curtis Brown Group Ltd

Reporting to: Meryl Hoffman, Presenters' Agent

Main purpose of role

To help ensure the Agent's office runs smoothly and to support the Agent's Assistant in their role. To help deliver excellent customer care and systems administration in order to maximise success for the office and its clients.

A. Client Care:

1. Helping to ensuring all client information is accurately recorded on the Company database systems. As instructed, update clients' CVs, write stories for the Company website, gather content relating to Agent's clients for the Company's social media streams.
2. Working alongside the Agent and Assistant to help foster and maintain good relationships with clients, production companies and key business contacts. Ensuring that relationships are kept on a professional basis at all times.
3. Building a knowledge of the Agent's clients – learning about past, present and future projects.
4. Helping the Agent/Assistant with organisation of clients' professional diaries, e.g. as directed this will involve liaising with production company re transport, hotels, the client's preferred Hair & Makeup (H&M) team and styling/wardrobe.
5. Helping the Assistant maintain up-to-date client Gmail calendars.
6. Saving copies of client production stills, shoots, campaign images etc to relevant folder in Dropbox
7. Booking tickets to clients' shows, liaising with attendees/production and sending confirmation of details to relevant parties.
8. Saving copies of fully executed client contracts to Dropbox
9. As directed, handling fan mail and liaising with Agent/Assistant regarding interviews or charity requests for clients.
10. Helping the Agent/Assistant with handling any issues with clients or production companies as required and in always consultation with relevant Agent.

B. New clients:

1. Helping the Assistant in ensuring that all administration for new clients is carried out quickly and efficiently e.g. sending out of contracts, creation of records on Company database, liaison with Client Accounts Team and collation of relevant materials as instructed.
2. Helping the Agent/Assistant in ensuring that the Company has an accurate record of new client finance details including bank details and tax details.

C. Contracts and finance:

1. Helping the Agent/Assistant with ensuring contracts are accurately recorded and can be quickly accessed. As directed, entering information to the Company database and other relevant systems.
2. Helping the Agent/Assistant in ensuring that Contracts are signed by all parties as quickly as possible, tracking progress – monitoring and chasing where necessary and as directed.
3. As instructed, chasing late invoices for payment when required and liaising with Client Accounts Team.
4. Updating Agent/Assistant with any issues regarding clients incoming monies, e.g. late payments, tax issues.

5. As directed, liaising with Agent/Assistant, Client Accounts Team and production company for information required for clients' travel visas if required.

D. PR and Marketing:

1. Being alert to and aware of the potential news worthiness of client's work. As directed, organising interviews, press and shoots as required.
2. Helping the Agent/Assistant with coordination of logistics for clients' press/publicity schedules. Helping to ensure travel & schedule information is clear and up-to-date; and that the client has everything they need.
3. As directed, organising flowers, cards and tickets for clients' new work, birthday/Christmas/other gifts.
4. Collating and scanning reviews

E. Company Website:

1. As directed, drafting web profiles for new clients and their work according to Company style guidelines.
2. Helping the Agent/Assistant ensure that information and images regarding existing clients is regularly updated in order to offer the client premium promotion and provide high quality information for producers and commissioners.
3. As directed, writing news articles for the website following Company style guidelines.
4. As directed, promoting clients through the effective use of social media e.g. *Twitter*, *Facebook* and other emerging technologies in close consultation with Agent/Assistant
5. Helping the Assistant liaise with the Company's Digital Content Manager and colleagues in other departments to ensure a coherent approach to content on the Company website.

F. General Office and department administration:

1. Helping ensure that the office runs smoothly including filing, dealing with incoming and outgoing post, couriers and fan mail.
2. Managing queries and internal communications as required.
3. Ensuring that all visitors to the office/department are given a warm welcome and offered drinks
4. Helping the Assistant with arranging any attendance at meetings or events as required e.g. transport, hotels, restaurant reservations etc.
5. Fielding telephone calls to the office and responding to routine enquiries as directed.
6. Printing out treatments and contracts as required.
7. Providing holiday cover for the office, as directed.
8. Helping the Assistant with the completion of office expenses.

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SKILLS AND EXPERIENCE REQUIRED:

- Excellent communication skills – written and verbal
- Familiarity with Microsoft products (Outlook, Word, Excel)
- A high level of accuracy and attention to detail in your work
- Excellent organisational and time management skills – you need to be able to multi-task.
- Ability to work under pressure and with interruptions
- Experience of using social media and website CMS.
- Experience of working in a busy office environment
- It would be useful if you have experience of video editing packages/software
- It would be useful but not essential, if you have previous work experience within the creative industries.