

## **Job Description - Assistant**

Department: TFTV (Theatre, Film and TV)

Reporting to: Lily Williams

## **Main purpose of role**

To deliver excellent client care and systems administration in order to maximise success for the Agent's office and clients.

## **Summary**

The Assistant is the first point of call for the office and must smoothly manage administration, information and contracts. This provides the bedrock of a successful office and takes most of your working time. You will need to know about the industry, watch shows and television, read scripts and have the knowledge, confidence and initiative to creatively support the agent you're working with. You will be required to quickly gain excellent knowledge of clients' material so that you can talk to producers and industry contacts with insight and authority. Assistants work collaboratively to help support the whole TFTV team.

Keeping client care at the centre of everything, and starting with an efficient and well organised office, this is a role for someone with experience who wants to learn and develop their skill sets and responsibility.

Please note that this is not an entry level job.

## **Responsibilities**

### **1. Office and team administration**

- 1.1 Ensure the office runs smoothly including filing, scanning, post and couriers.
- 1.2 Answer the phone for your office and the department as required (TFTV dept have a policy that calls should be answered personally and not by voicemail). Keep an accurate log of all calls. Respond quickly to any office voicemails.
- 1.3. Ensure that visitors to the department are given a warm welcome.
- 1.4. Arrange Agent's attendance at meetings or events if required e.g. transport, hotels, restaurant reservations and so on.
- 1.5 Print out scripts and contracts as required.
- 1.6. Provide cover for Agent while they are on holiday and provide phone cover for fellow assistants when they are on holiday/sick
- 1.7 Field telephone calls to the department and respond to routine enquiries

- 1.8 Work closely with other members of the TFTV team, sharing information, ideas and networks.
- 1.9 Manage theatre licencing e.g. amateur rights, foreign licencing etc.
- 1.10 Ensure that jobs that come in for clients are circulated with the team and logged.

## **2. Client Care**

- 2.1 Build an in-depth and up to date knowledge of clients and their work so you can talk about them authoritatively in a way which best highlights their strengths and suitability for work.
- 2.2 Update all client information on the Company's database and other systems.
- 2.3 Build and maintain good, professional relationships with production companies and business contacts to assist in seeking out opportunities for clients.
- 2.4 Organise clients' meetings, ensure these are up to date and recorded in the departmental diary
- 2.5 Ensure that all scripts are logged and read – provide feedback on scripts at weekly departmental meeting.
- 2.6 Ensure Curtis Brown has an accurate record of new clients' finance details including bank details and tax status
- 2.7 Think of people the office should be talking to. Build links and networks in and out of Curtis Brown to research new clients and encourage new talent appropriate to the office.
- 2.8 Help to assess the suitability of potential new clients with Agents and follow up e.g. polite 'no', request more, samples
- 2.9 Follow up on proposals made by Agent, provide links to work/samples of work.

## **3. Negotiating, contracts and finance**

- 3.1 Ensure contracts are accurately administered, recorded and can be quickly accessed. Enter information to the Company database and other Curtis Brown systems. Ensure all contracts are scanned and saved to *Therefore* – upload past contracts to *Therefore* system.
- 3.2 Draft and review contracts following agent negotiations ensuring that all terms are in line with those agreed with the client.
- 3.3 Ensure that contracts are signed by all parties as quickly as possible. Track progress, monitor and chase where necessary.
- 3.4 Negotiate specific terms and client fees for projects, when appropriate.
- 3.5 Ensure invoices are raised for client work. Chase late invoices for payment when required.
- 3.6 Update Agents with any issues regarding clients e.g. late payments, tax issues.

3.7. Liaise with Agents, accounts and production company for information required e.g. Visas and US tax forms.

3.8 Negotiate contracts in accordance with instructions from Agent.

## **4 PR, Marketing and information**

4.1 Be alert to and aware of the potential newsworthiness of client's work. Organize interviews and press as required.

4.2 Update clients' information on the Curtis Brown website and IMDB website Draft web profiles for new clients according to Curtis Brown style guidelines. Ensure that information and images on existing clients are updated in order to provide high quality information for producers.

4.3 Promote clients through the effective use of social media e.g. Twitter, Facebook and other emerging technologies in close consultation with Agents. Write biogs and news articles.

4.4 Liaise with the Company's Digital Content Manager and staff in other departments to ensure a coherent approach to content on the Company website.

4.5 Upload samples of work and apply appropriate privacy settings to work on the website

## **5 Development**

5.1 Watch and read as much as possible for the development of your knowledge.

5.2 Report back on what you have seen to your agent and the wider team.

5.3 Develop a sense of your own taste and how that is distinctive.

## **Skills and experience required**

- Familiarity with Microsoft Outlook, Word and Excel. Can learn database systems quickly
- Confident in use of digital technology, including web and social media. Also experience and understanding of the use and potential of the web and social media
- Excellent written and spoken communications. Comfortable with using the phone
- Ability to summarise and articulate the key strengths of clients' work. Good understanding of industry and a passion for film and theatre. A clear sense of what can be sold and what may be of interest to the public
- Some existing relationships with producers and confidence/ability to build on these for the future
- High level of accuracy and attention to detail
- Excellent organisation and time management skills– able to cope calmly with a large workload and prioritise tasks effectively.

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- Interest in contracts and willingness to learn more
- Commercial/Business sense/acumen

## **Attitude**

- Highly motivated with strong work ethic.
- Team player – contributes positively to the department
- Resilient, flexible and can learn quickly
- Credibility - to be taken seriously
- Positive attitude and stamina
- Uses initiative and has a pro-active approach to problem solving
- A desire to learn and develop, and to take on responsibility