

CURTIS BROWN

Literary and talent agency

Job title: Office Assistant (one year, fixed-term contract)

Department: Talent Department (within the office of two Talent Agents)

Main Purpose of Role:

This is an office assistant role supporting a busy team of 2 Talent Agents and 2 Agent Assistants, covering general administrative duties and diary management for the agents.

This role also assists in delivering excellent client care and systems administration in order to maximise success for the agents' clients.

1 . Office administration

1. Fielding telephone calls to the agents' offices and responding to routine enquiries.
2. Ensuring that the office admin runs smoothly including filing, handling incoming & outgoing post, organising couriers, and dealing with fan mail/charity requests. Printing out scripts and contracts as required.
3. Day-to-day diary management including: arranging meetings, making reservations and setting up reminders.
4. Meeting and greeting visitors in the office, always ensuring offices are presentable before and after a meeting.
5. Ensuring the Agents have what they require for any internal/external meetings, including researching and printing out maps when required.
6. Setting up the Agents offices each morning and checking phone messages when the Agents are out of the office.
7. Assisting with arranging schedules, booking flights and any other important details for the Agents' business and personal travel in the UK and abroad.
8. Using Agents' credit cards for various purchases as directed, keeping receipts, and completing Agents' expenses forms each month.
9. Collating reviews of performances and premieres. Setting up reminders for up-coming shows and arranging first night and other gifts for clients.

2. Client Care – all clients:

1. Ensuring all relevant client information is accurately recorded on the Company's website, and database systems as directed. Regularly updating CVs, show-reels, and *Spotlight*.
2. Uploading clients' show-reel tapes and editing of these when required.

3. Website and other digital media

1. Drafting web profiles for new clients and their work according to Company style guidelines.
2. Writing biography notes and news articles for Clients' pages on the Company website.
3. Being the main person in the team to Promote clients through the effective use of social media e.g. *Twitter, Facebook* and other emerging technologies in close consultation with Agents.

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SKILLS AND EXPERIENCE REQUIRED:

- At least 12 months' experience of working in an office environment ideally in the creative industry.
- Excellent communication skills, with a professional and assured phone manner
- Familiarity with Microsoft products (*Outlook, Word, Excel*) is essential
- Familiarity with iMovie and other video editing packages would be useful
- A high level of accuracy and attention to detail in your work
- Excellent organisational and time management skills – you need to be able to cope with a large workload and multi-task. You should be able to (politely!) keep phone calls short.
- Ability to work quickly under pressure and with interruptions.
- Experience of using social media is a must.

ATTITUDE: *this is what we're looking for...*

- A confident, warm personality – a person who inspires trust
- The ability to work independently as well as within a team
- A team player who is also able to contribute positively to the whole department
- Someone resilient and creative
- Someone who is highly motivated with a strong work ethic – and stamina, you'll be expected to work some additional hours, e.g. theatre trips
- Someone with a flexible approach to problems – a person who can learn quickly and if unsure always asks!
- We need you to have a passion for television, film, theatre - and to enjoy using social media!