



Job Description: Team Assistant (6-month fixed term contract)

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

Main Purpose of Role:

An exciting opportunity has arisen for a Team Assistant (6-month fixed term contract) at Curtis Brown Creative, the UK's only agent-led creative-writing school. This role centres on assisting in the running and marketing of all our creative-writing courses. The Team Assistant will:

- provide administrative support for the running of CBC’s courses and the creation of new courses and products (80% of role)
- assist with the promotion and marketing of CBC’s courses (20% of role)

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 occasionally be required to work later to attend evening events.

Duties:

Administrative

1. **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 team’s shared inboxes and responding to phone and email queries from customers and the public.
2. **Course Administration:** providing support for all our office-based courses, to include basic admin for workshop/tutorial-scheduling, classroom set-up, printing and distributing materials; assisting with the running of events, diarising and record-keeping.
3. **Shorter Online Courses and Writing Services– point person:** key responsibility as point person for the smooth running of Curtis Brown Creative’s shorter pay-and-enrol online courses and writing services – including but not limited to moderating student forums, assisting with Zoom webinars, dealing with technical issues, answering queries, trouble-shooting, providing customer care, liaising with editors/readers, managing the process of providing reports to students and dealing with all alumni writing services administration.
4. **General administrative:** Support to the CBC team, including but not limited to invoicing and chasing payments, preparing materials for meetings and presentations (using excel and powerpoint), keeping the CBC calendar updated, arranging meetings, booking classroom

sessions in person and via Zoom, liaising with Curtis Brown and C&W's book department, assisting with the organisation of events.

5. **Course Selection:** Taking part in reading and discussing course applications with the CBC team when required in order to support the process of student selection, as well as providing administrative support for the selection process.
6. **Support for Course/Product Creation:** Assisting with film shoots, proofing written materials and proof-checking teaching videos.

Marketing/Promotion

1. **Producing Website Material:** writing and uploading course descriptions and promotional copy to our website, and updating general website copy as necessary, ensuring good SEO and links.
2. **Blogging:** Blogging on matters of interest to students and new writers (often involving interviewing writers and agents).
3. **Social media:** Assisting with the maintenance of the Curtis Brown Creative social media channels (currently Twitter, Facebook and Instagram), seeking to build on engagement and further develop our social media presence.
4. **General promotion/marketing:** The assistant will give general support to the Digital/Marketing team in the vital work of promoting and marketing our courses.

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 may reasonably determine from time to time.

We'd love to hear from you if you have:

- Confident, clear and sensitive communication skills
- Excellent writing skills
- Familiarity with Microsoft products (Outlook, Word, Excel, Powerpoint)
- Strong administrative skills and attention to detail in your work
- Excellent organisational and time management skills
- The ability to work under pressure and with interruptions
- Experience of using social media and website CMS
- Commercial/Business sense/acumen
- It would be useful if you have previous work experience in one of the following areas: Publishing/book-selling; Online content provision (creative arts/books); Adult education (creative arts/media); Print/broadcast journalism; Digital marketing/promotion; Social Media

And are:

- Someone who is innovative and energetic
- A self-starter with a strong work ethic, able to work effectively from home

- A creative thinker
- An avid reader
- A confident, warm personality – a person who inspires trust
- Someone who is enthusiastic to contribute positively to our small team and the broader group (Original Talent)

Why choose us?

- We are a passionate group of people who love what we do and love working with each other
- We care about employee wellbeing and offer free yoga and personal training classes, and social club outings to relax and unwind together (currently on Zoom)
- We also offer season ticket loans, a bike to work scheme, enhanced pension contribution up to 5% of your base salary, private healthcare (after 2 years' service) and enhanced annual leave.

www.curtisbrowncreative.co.uk