

London Calling: Office manager and marketing support

This is a new and exciting opportunity to play your part in the growth of our dynamic arts and leisure marketing company. The role is helping to manage our busy office and ensuring that the key policies, processes and duties in the office flow efficiently. Part of the role is also helping to supporting our marketing team, providing an opportunity to gain experience in this area.

We are looking for someone who has flair, energy, is confident when dealing with people, and who is focused, well organised and tenacious. Ideally we would like you to have assisted in or managed an office before. However, what is as important is that you have the ability to learn quickly, and have a flexible and innovative approach to work.

London Calling works with a range of Arts, Heritage, Leisure and Culture clients across London, and with our related company Culture Calling, across the UK. This post is based at our London HQ based in Islington.

Find out more about us: On our Business to Business sites at: www.londoncallingarts.com and www.culturecalling.co.uk; and at our business to consumer site at: www.londoncalling.com and culturecalling.com

We are open to anyone who is smart, keen to learn, energetic and open. Areas that we will be taking into account though include:

- Proven office management, administrative or assistant experience.
- Knowledge of office management responsibilities, systems and procedures.
- Good time management skills and the ability to multi-task and prioritise work.
- Attention to detail and solving problems
- Excellent written and verbal communications skills
- Strong organisational and planning skills.
- Good IT skills, including some knowledge of data systems.
- Ability to acquire new skills and knowledge quickly and put them into practice.

The basic wage starts at around £25000, dependent on experience.

Job Description

This role overall includes: day to day office management, facilities management, health and safety support, IT coordination, general administration including to the finance team, and support to the digital and marketing team.

The role will be flexible and includes such areas as:

- Serve as the key contact point and conduit for office management duties including maintenance, mailing, supplies, shopping, equipment, bills, and errands etc.
- Order and contract processing with clients, including any follow up and inputting and updating on our data system.
- Chasing order confirmations and working with staff to realise orders and payments
- Coordinate with IT department (outsourced) on all office equipment and any technical issues.
- Organise office operations and procedures.
- Responsibility for facilities management, including working with suppliers, the upkeep of office equipment, maintenance of the office, dealing with any landlord issues.
- Reception duties, including answering incoming calls and scheduling appointments
- Follow up on phone calls and contacts as appropriate
- Answering general emails and postal correspondence with customers and suppliers
- Booking meeting rooms
- Processing expenses and invoices
- Creating budgets and ordering office supplies
- Filing and archiving accurate records
- Contacting suppliers
- Managing health and safety as well as fire regulations within the office
- Order and contract processing with clients, including any follow up and inputting and updating on our data system.
- Chasing order confirmations and working with staff to realise orders and payments
- Assisting in preparing letters, presentations and reports

- Implementing and maintaining procedures/office administrative systems
 - Using a range of software packages
 - Assisting credit control
- Assisting the digital and marketing team in areas including in:**
- Undertaking background research on leads and updating contact details
 - Analysing data and creating end of campaign reports for all marketing communications
 - Assisting with the maintenance and collation of content for our B2C and B2B sites
 - Supporting the sales and marketing team with the administration of our CRM/ client database.

The successful candidate will also be expected to assist with other initiatives/duties at the office as required.

To apply : please provide a short CV along with a covering letter (maximum 700 words) on what makes you a good candidate for this post, and e-mail as soon as you can to: elaine@londoncalling.com. The closing date is 10th October 2016.

We look forward to hearing from you.