**Job Title:** Marketing Admin Assistant  
**Travel Required:** N/A  
**Location:** Norwich Arts Centre  
**Position Type:** 20 hours per week (One year fixed term)  
**Current Salary:** £8.25 p/hr  
**Start Date:** 15 May 2019  
**End Date:** 15 May 2020  
**HR Contact:** Bradley Glasspoole  
**Responsible to:** Marketing & Press Managers

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**Job Description**

Internationally recognised and at the heart of Norwich’s cultural community, Norwich Arts Centre is a contemporary arts venue that delivers a daily programme of live music, theatre, dance, live art, visual art, literature and comedy. We are a small, independently run venue with charitable status and a mission to support the development of artists and nurture emerging talent across a range of art forms.

In October 2018 we were awarded a 500k funding grant by Arts Council England for a regeneration project that will transform our accessibility and carbon footprint and allow us to make some very positive changes to the venue over the next few years. We are just beginning a fundraising campaign to support the grant and are heading into an exciting and busy period.

NAC are looking for a Marketing Admin Assistant to provide crucial support and administrative provision to the marketing team during this time. Main duties will involve monitoring ticket sales, ensuring all press and marketing materials are up to date and assisting with sales of events.

**Main Duties**

- Assist with maintaining and updating the NAC ticketing system (Spektrix) and website (Wordpress)
- Support a wide range of marketing activity to include online and social media advertising, mailings, print productions and distribution
- Assist with collection and analysis of data to support the marketing and audience development strategy
- Assist in developing and maintaining the email database and other marketing contact lists
- Proof-read, write and assist in the creation of marketing and communications materials including promotional copy and visual assets as required
- Support the Marketing Managers in the creation and distribution of e-newsletters and marketing campaigns
- Monitor presence and share content on social networking sites including Facebook, Twitter and Instagram
- Act as a phone back up for box office sales
- Respond to all enquiries promptly, professionally and positively
- Any other duties or tasks in line with the post and its level of responsibility, which may become necessary
### Essential skills and experience:

- A friendly and welcoming attitude
- Excellent attention to detail and highly organised
- Excellent oral and written communication skills
- Initiative and the ability to structure time and prioritise effectively
- Strong customer service skills
- A good knowledge of IT and creative packages (i.e. Microsoft Word, Excel, Office365, Adobe Photoshop)
- Commitment to equality and diversity

### Desirable skills and experience:

- An enthusiasm and knowledge of the local arts, music and culture scene
- Experience of working with databases, ideally a customer relationship management system such as Spektrix
- Experience in updating content on website platforms such as Wordpress

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<th>Bradley Glasspoole</th>
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