# Versus Arthritis

## Job description

**Job title:** Brand and Marketing Administrator

**Reports to:** Head of Brand and Marketing

**Department:** Brand and Marketing

**Directorate:** Income and Engagement

### Our vision

A future free from arthritis.

### Our mission

We won’t rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

### Our values

We are United, Compassionate, Inclusive and Brave in all that we do.

### Income and Engagement (I&E) Directorate

The Income and Engagement Directorate drives action across audiences to transform awareness of arthritis, build the charity's profile and develop a strong, active and loyal community of support. The directorate brings together traditional fundraising streams, earned income opportunities and strategic communication planning to maximise engagement with our supporters to deliver on our goal to be a sustainable organisation.

We are responsible for brand, marketing, communications and content together with targeted income propositions. Alongside putting people with arthritis at the centre of our work, we use insight, evidence and a test and learn approach to create and refine everything we do.  We are fortunate that 80% of our supporters are made up of people living with arthritis. We inspire and motivate people and partnerships to get us nearer to our shared vision of a future free from arthritis.

### Job purpose

The role will provide day-to-day support to the Brand and Marketing team on a variety of projects with a particular focus on assisting with handling incoming requests, managing our stock list and stock ordering, organising content and creative assets, booking photographers, organising job folders on SharePoint and workload in our workflow management system, as well as booking and minuting team meetings.

It requires daily communication with colleagues from client teams across the organisation, with the Brand and Marketing team and with external suppliers to help coordinate the delivery of projects.

### Main duties

* Support the Brand and Marketing Team with enquiries and creative asks across the team and organisation as well as assisting with systems and processes such as promotional materials, stock control, workflow scheduling and Canva.
* Contribute to regular team meetings, scheduling and taking minutes.
* Support with the Business Partnering project, working across the team and with the Account and Studio Lead.
* General office duties: take calls, monitor emails, route correspondence, book appointments, raise purchase orders, plan meeting agendas and meeting rooms; and arrange travel.
* Liaise with and book photographers for various projects and events.
* Manage stock list and order stock and marketing materials when needed.
* Obtain quotes from external suppliers, our translation company, printers, freelancers and design agencies when needed.
* To embrace, embed and deliver the organisational values, commitments, and culture throughout all activity.
* To ensure all designated training is completed and all activity is delivered in line with organisational policy and practice.
* To embrace a safeguarding culture where everyone has responsibility for the safeguarding and wellbeing of vulnerable adults and children.
* To undertake any other duties as appropriate to the role and organisational requirements.

### Key stakeholders and relationships (internal/external)

* Internal teams.
* External organisations (i.e. freelancers and suppliers).

End of job description. Person specification on following page.

# Versus Arthritis

## Person specification

### Experience and knowledge

* Excellent communication and organisational skills combined with good coordinating, multi-tasking administrative skills.
* A basic understanding of design and production processes.
* Experience of obtaining quotes and booking suppliers.

### Skills

* Excellent information technology (IT) skills including Microsoft Word, Excel, OneNote, and Outlook.
* Strong interpersonal skills including the ability to develop and maintain key relationships.
* High standard of accuracy and attention to detail.
* Able to work flexibly, prioritising workloads and switching across duties as required.
* Confident in occasional upward management of escalated issues to ensure swift resolution.
* Excellent written and verbal communications skills.
* Able to organise work efficiently and deal with several external contacts and suppliers on own initiative.
* Skills and experience of managing consents and General Data Protection Regulation (GDPR) compliance.

### Desirable experience, knowledge and skills

* Experience in managing images and visual assets, understanding of rights and clearances.
* Experience or knowledge of the Charity sector.
* Some of understanding of creative software: Adobe PDF Acrobat and Adobe Creative Cloud packages and Canva or similar software is an advantage.

## Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role DOES NOT require a Criminal Record check.

End of person specification.