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| **Job Title: Digital Marketing & Membership Executive** |
| **Company Overview**  |
| Circle2Success Ltd (C2S) is a membership organisation working with ambitious organisations throughout the South West region. Launched in Gloucestershire 5 years ago, we now operate in Bristol & Bath, Worcestershire and Swindon & Wiltshire. Our HQ is in Cheltenham. Our unique combination of business support, connectivity and individual development supports our members growth and development. We take immense pride in supporting our members by bringing them the latest innovations and technology, business critical intelligence, helping them to deal with today’s business challenges, providing solutions and ideas that enable them to continue to drive their organisations forward. We work with organisations from all sectors and size, from business leaders and executives to our Club members. Our members include many of the top businesses in the region. We are a connected business community and deliver continued value to our members through our website, bi-annual Magazine, weekly newsletter, social media, events and personal introductions.We are looking for the right people to join a dynamic team and help drive us to the next level of growth. We are relentless in the delivery of value to our members. This is fast paced environment.  |
| **Job Description** |
| Working with the Directors and other members of the C2S team to ensure that our members receive the best possible service and we attract new members. We recently invested in a new website and CRM system and are looking for someone to maintain and develop the capability to ensure we have up to date and accurate information on members and prospects and to integrate the CRM and website to improve productivity and efficiencies. The website needs to be current and up to date making sure members are on the website and news stories and member2members offers are fresh and engaging. The CRM is critical to our growth and this person will lead on its development working with the directors and the CRM company. This person will have responsibility for drafting the C2S Circulation newsletter that goes out every week. This requires contact with members of the team to make sure c2s stories are completed and are on the website and in the newsletter. Members news is updated, and news sourced from media on members is collected. There may be occasions for this person to attend larger events to support the team and some of these may be in the evening or early mornings. Some flexibility will be required. Generally, this role is office based in Cheltenham with travel to events where required. Potential to deliver website workshops if appropriate. Lots of potential for the right individual as the organisation is growing. |
| Key Tasks |
| * Maintain and update C2S website
* Maintain and update CRM
* Integrate website and CRM working with web developers and CRM company
* Develop events management capability on the CRM
* Produce reports from CRM
* Send out targeted mailings to members and prospects
* Collate the weekly C2S Newsletter
* Drafting and collating useful articles and documents
* Creating event invitations using CRM and Mailchimp and update event flyers
* Knowledge of Mail Chimp and social media platforms useful
* Customer service imperative – customer first approach
* Keep records, files and processes up to date
* General office skills, managing the stationary, printer and admin including answering the telephone, welcoming members/clients into the office occasionally. Front of house
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| **Key Skills** |
| * Attention to detail critical
* Multitasking and organisational skills
* Logical
* Time management and priority management skills essential
* Ability to see a project through
* Excellent computer skills – all Microsoft packages
* Some knowledge of CRM useful but not critical as training will be given/IT savvy
* Good knowledge of social media platforms & design packages valuable but not essential
* Team Player
* Good phone manner
* Good with people and happy to liaise with members on telephone and at events
* Self-starter and ability to work on own initiative
* Positive ‘can do’ attitude critical
* Good communication skills
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| Other Relevant Information: |
| Must drive and have own car |
| More information about C2S can be found:Website Details: https://www.circle2success.com/Social Media: @circle2success https://www.linkedin.com/company/circle2success-ltd/ |
| Contact: info@circle2success for more information Submit CV to: suzanne.hall-gibbins@circle2sucess.co.uk by Monday 14th June 2019 |