

**Normal place of work:** Home based with regular meet ups in Bedford

**Accountable to:** Director of Planning & Insight

**Salary:** £23,000–28,000 per year

**Hours:** Full time (open to job share and some flexibility on timings)

**Job purpose:** To deliver a range of projects for our clients including multichannel campaigns, digital design and build and insight projects. To help the directors manage and schedule internal resources and lead on regular communication with clients. To make sure internal resources are aligned and accounted for and that all projects are profitable.

**A bit about BoldLight:** We help charities communicate the awesome work that they do by researching their audiences, designing campaigns and building websites and other digital products. We work collaboratively to support and empower our clients to get the most from working with us. We want our clients to choose to work with us again and again.

## **Main duties & responsibilities:**

Making sure our projects get delivered on time and on budget, developing and managing schedules, booking resource, quoting, invoicing and managing any issues.

Supporting our client relationships, keeping in regular contact by email and phone, scheduling meetings, providing agendas and contact reports and ensuring all client requests are handled in a timely fashion.

To understand your clients' needs: identifying opportunities and working with the team at BoldLight to make recommendations.

Briefing and managing partners, freelancers and suppliers to deliver work on time and on budget.

Monitoring time spent on projects to ensure they hit the allocated budget and remain profitable.

Helping the directors with all the administration required to keep a small and busy agency running smoothly.

Supporting the BoldLight team with a range of tasks including updating websites (using a Content Management System), social media updates, website analytics, managing work via Teamwork and budgets via Xero.

## Skills and abilities:

### Essential:

Excellent communication and interpersonal skills

Ability to learn quickly

Good organisational skills

Solid skills in using standard tools such as Word, Excel, Powerpoint / Keynote for presentations

Comfortable using standard digital tools: Website content management systems, Google

Analytics, social media

### Desirable:

Able to write strong web and social media copy

Able to update a website using a CMS (ideally Wordpress)

Able to analyse financial and campaign response data

## Qualifications & Experience:

### Essential:

Experience in Client / Account Management and / or Project Management

Experience managing budgets and / or time tracking

### Desirable:

Experience working within the charity sector (this is less important than the drive and motivation to work in the sector).

## Character & personal qualities:

Friendly and approachable

Organised

Positive 'can do' attitude

Adaptable

Conscientious

Self-motivated

Good at giving and receiving constructive feedback

Collaborative