

Sales & Marketing Administrator

£23,500

National Book Tokens & Record Tokens Gift Cards

Working across the National Book Tokens and Record Tokens business to support the busy sales, customer service and marketing teams.

This is a varied role, providing great experience of sales and marketing in a fast-moving commercial business. The successful candidate is likely to have some work experience in similar roles or relevant training and to be able to demonstrate excellent communication and strong organisational skills, enthusiasm, creativity and a positive team ethic.

They are also likely to be culturally aware with an interest in the music scene and books.

Key Responsibilities

- Supporting the Commercial Relationship Manager in building our growing corporate sales revenues, including:
 - project managing orders
 - customer liaison and support
- Supporting the Customer Service team; responding to queries and solving issues
- Marketing administration to support ECRM and Social Media activity
- Working closely with the Marketing teams to grow our “Caboodle Local” platform
- Sales reporting, order processing and analysis

Experience & Skills

- Excellent written and spoken communication skills
- Strong organisational and prioritisation skills
- Enthusiasm – keen to be part of the team
- Experience of using the Microsoft Office suite
- Confident working with data
- Ability to provide excellent customer service, both written and on the phone – ideally with some customer facing experience

National Book Tokens and Record Tokens are leading gift card brands promoting books and records and working closely with the book and record retail sectors in providing consumers with an attractive gift solution. The team manage a year-round sales and marketing calendar of creative and effective trade and consumer activity. This role will provide a strong foundation of skills across sales and marketing.

Other information:

LOCATION You will be located at Bell Yard, London, but you may be required in the future to work at a different location.

WORKING TIME This is a full-time permanent position. The office hours are currently 35 hours per week - Monday to Friday. However, you will be expected to work any additional hours necessary to carry out your duties.

PERFORMANCE RELATED PAY A discretionary performance related pay scheme operates whereby the you would be able to obtain an annual discretionary bonus of up to the equivalent of 5% of the salary, based on meeting previously agreed performance targets. Members of staff joining any companies within the BA Group during the Financial Year (1st November to the following 31st October) and still employed on the last day of the financial year shall be entitled to receive a pro rata share of a full year's entitlement, provided that they have been employed by the Company for more than three months. [Further details can be provided.]

SEASON TICKET LOAN SCHEME An interest free annual season ticket loan scheme is available at the end of the probationary period.

HOLIDAYS Four weeks' annual leave is granted each year (pro rata for employees beginning work during the holiday year or working part-time) in addition to public holidays. Additional holiday entitlement is given to staff with over five years' continuous service.

MATERNITY, PATERNITY AND COMPASSIONATE LEAVE Maternity, Paternity and Compassionate Leave are granted. Full details will be given on request.

PENSION, LIFE ASSURANCE AND DISABILITY COVER A Group Personal Pension Scheme is available to staff who have successfully completed their probationary period. The company pays up to the equivalent of 10% of the employee's salary into the scheme; the employee from 5% from his/her salary. A Life Assurance Scheme and PHI Scheme have been arranged for the benefit of all employees.

CONFIDENTIALITY The Association and its trading companies possess confidential information in both electronic and manual formats concerning its own operations, as well as possessing details on booksellers, publishers and others. It is a condition of employment that such material and information remains confidential and under no circumstances should be copied for use outside the Association.

EMPLOYMENT POLICY As part of a continuous policy to select with the utmost fairness, applicants will be considered on the basis of their suitability for the post, regardless of sex, age, nationality, race, marital status, sexual orientation and disability.

WORKING IN A SMALL ORGANISATION It must be appreciated that the above details are designed to give an accurate indication of the type of work involved and the general conditions of employment, but Book Tokens Ltd is a small organisation and the holder of the above position must be prepared to help in other ways and to take on tasks that may be necessary

DISCLAIMER These notes are intended as a guide for prospective employees of Book Tokens Ltd and do not form part of the Contract of Employment.

Please apply with a **covering letter and CV**, setting out briefly why you would like this role, what makes you suitable and your availability.

To: mail@booktokens.co.uk