



Changing lives every day

**Business Development &
Marketing Assistant**

Salary £18,135

Full time

Auriga Services Ltd

Emmanuel Court, 12-14 Mill Street

Sutton Coldfield, B72 1TJ

www.aurigaservices.co.uk

Registered in England. Company number 5093179

Background

Auriga Services Ltd is a dynamic, fast growing public benefit entity. With a track record spanning 22 years, we are mature enough to provide outstanding service through the application of extraordinary levels of skills and experience. We manage combined annual funds of over £15 million, and these resources help people alleviate their debt and realise income and benefits to make a significant difference to their quality of life.

We achieve all this through the management of charitable trust funds for water and energy company customers, and delivery of advice and support to households in hardship across the UK. We help 1,000 people every day who are experiencing financial hardship.

We are a company of over 70 friendly staff based in Sutton Coldfield. We are seeking exceptional people with passion, enthusiasm and ability to make our mission a reality.

We enjoy flexible and home working, a generous holiday allowance, good pension and a great working environment.

Job purpose

The Business Development and Marketing team champion our brilliant services, winning new work and maintaining our client base, and leading all Auriga's marketing and social media.

The Business Development and Marketing Assistant will be accountable to the Senior Business Development Manager and will support the Business Development and Marketing team across a range of tasks and administrative duties.

The role will support the team's purpose of developing partnerships, building relationships and creating new business. This role will support the team in responding to new opportunities and to promote the Auriga brand.

Responsibilities

Keen to be involved in all manner of activity, you will carry out a variety of different tasks; from responding to phone calls and emails from new clients, becoming a regular point of contact for internal communications to assisting and support on business development projects and new business proposals.

Role responsibilities will include but are not limited to:

1. Communicating with clients (current and potential) through various media, email, telephone, web chat and face to face
2. Communicating externally - managing our social media channels, website and website tracking tools to promote Auriga and identify new business opportunities
3. Communicating internally – providing regular team and business updates to colleagues across the company
4. Researching, organising and attending appropriate events and conferences that are applicable to Auriga with a view to making contacts, selling products and communicating Auriga's work
5. Identifying and updating improvements on all sales and marketing materials when required, and liaising with other teams across Auriga to capture their needs and requirements
6. Working collaboratively as part of the Business Development Team, support joint projects and provide support when required
7. Managing your own workload, administration, diary commitments and ensure saved in appropriate digital folders, maintaining accurate and up-to-date administration and work logs
8. Identifying opportunities to expand Auriga and to help more people with new product innovation and client opportunities
9. Maintaining contact with clients and monitoring service level performance. To include establishing regular performance reviews with clients to provide an opportunity to review, increase the range and value of services provided and to celebrate success
10. Ensuring you are up to date on your knowledge of all Auriga Services and products to effectively sell them
11. Ensuring compliance with Health & Safety requirements
12. Complying with the requirements of the General Data Protection Regulations and the Data Protection Act and co-operate with changes introduced to comply with this legislation

Other Duties

- You may be required to work some evenings and weekends depending on conference and events. You may also be required to occasionally stay overnight at venues.
- Some ad-hoc project work may be required depending on business need.
- To cover the Business Development phones, email box and be an attendee at meetings as required.
- Be a representative for Auriga

Person specification

Skills and Qualification

1. Educated to GCSE level (or equivalent by experience)

2. Excellent working knowledge of IT systems including Microsoft products.
3. Strong interpersonal skills to influence and engage individuals
4. Full UK driving licence and access to vehicle with business insurance
5. Strong customer service skills
6. Excellent telephone manner
7. Excellent organisational skills
8. Excellent verbal and written skills
9. Marketing experience is desirable but not essential
10. Good attention to detail
11. Self-motivated, flexible, and enthusiastic with a positive attitude

Equal Opportunities

Auriga Services is an Equal Opportunities employer. We will use appropriate job descriptions, objective assessment methods and active consideration will be given to all applicants regardless of their age, gender, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, pregnancy, race, colour, nationality, national or ethnic origins and disability and other differences that cannot be justified.

COVID-19

During the pandemic, all staff have been homeworking. No-one is being compelled to work at the office.

Employees health, safety and well-being is essential and arrangements for new starters are worked out in consultation with the line manager.

HOW TO APPLY

Please forward your CV, together with a covering letter to: HR@aurigaservices.co.uk

IMPORTANT: Please ensure that your covering letter explains your motivation for applying for this role, and the skills that you will bring to it. Applications without a covering letter will be automatically rejected.

If you would like further information about the role, please contact Laura Towler at HR@aurigaservices.co.uk

Please forward your CV and cover letter by close of play on Friday 6th November 2020.