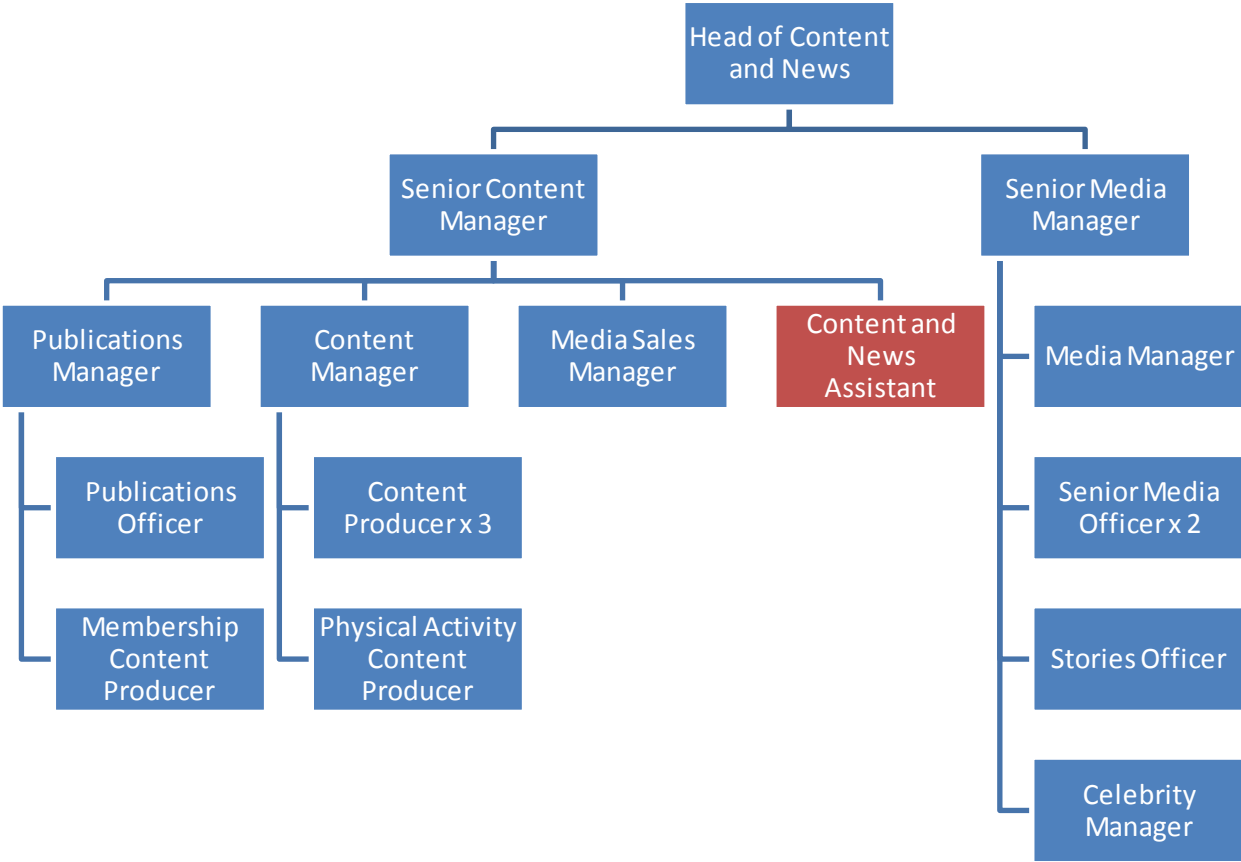


Job Title – Content and News Assistant

DIRECTORATE:	Engagement & Fundraising
TEAM:	Content and News Team
REPORTING TO:	Senior Content Manager
CONTRACT:	Permanent



WORKING RELATIONSHIPS:

Inside Diabetes UK
All teams, directorates and project groups within Diabetes UK
Outside Diabetes UK
Print and delivery managers, freelancers, agencies and suppliers, supporters and volunteers.

OVERALL PURPOSE OF THE JOB

The Content and News Assistant is an integral support role in a busy Content and News Team. The focus of the role is to provide vital administrative and budgetary support across the Content and News Team. This will mean arranging meetings, booking rooms and travel when

required, and managing the team credit card and expense forms. You will provide extensive support in managing the Content and News team budgets, raising purchase orders and working closely with our external suppliers. Your keen eye for detail and organisation skills will ensure the team runs smoothly and maintains a high-quality service, through managing the team's correspondence, supporting in the management of the case studies database, and helping the team to produce accurate, user-focused content and communications.

This is a varied administrative position, for someone looking to start a career in content or media, within a friendly team in an extremely supportive working environment.

MAIN DUTIES AND RESPONSIBILITIES:

- Raise purchase orders and process the team's invoices and tracking overall spend/income.
- Manage all correspondence for the content team, including internal requests, user feedback, supporter enquiries via emails, inboxes, letters and telephone calls – ensuring excellent customer service and responding to requests in a timely fashion.
- Keep files, schedules and archives up to date and accurate.
- Support with the preparation and setting up of team meetings, getting support for IT issues where needed.
- Liaise with printing partners on orders and stock levels, as well as administrative management of Patient Information Packs.
- Support on large print projects, supporting the Publications Manager on our flagship magazines and core printed materials – including researching, writing, subbing and proofing.
- Manage the process of membership competitions/giveaways, collating both the email and written entries, selecting winners and distributing prizes in line with published deadlines.
- Support web editors with online content administration, creating, editing, proofing and publishing pages in the CMS platform.
- Assist with organising video and photo shoots, as well as sourcing photographs and images from our asset database and uploading new content to our YouTube channel.
- Support with the maintenance of the stories database, ensuring data protection processes are upheld.
- Support with ad hoc requests when required, including reactive news content.
- Manage the team volunteer, setting tasks and reviewing workload.
- Keep up to date on the latest editorial, health information and content trends, as well as digital and publishing developments.

PERSON SPECIFICATION:

The best person for this job will have the following skills:

- Be proactive and able to prioritise own work.
- Work under pressure to meet deadlines.
- Be able to manage a varied workload, with ad hoc requests.
- Confidently use Microsoft office and Adobe suites (including Photoshop), and other organisational tools.
- Ability to use content management systems, Drupal would be desirable.
- Ability to use and maintain asset databases, including photos, videos and case study stories.
- Writing, editing and proofing content – with a keen eye for detail.

The best person for this job will have the following experience and qualifications:

- Administrating for a busy and fast-paced team, ideally in a charity or communications environment.
- Project managing, including time planning, time management, and resource planning.
- Finance administrating, raising POs and liaising with suppliers.

The best person for this job will be:

- Exceptionally organised with excellent time management.
- An excellent and highly effective communicator.
- Process-driven and able to work under pressure.
- A high level of attention to detail.
- An interest in content, media and communications.
- Enthusiastic and willing to learn new skills.
- A team player, with the ability to work with colleagues across the organisation.
- Innovative and creative.