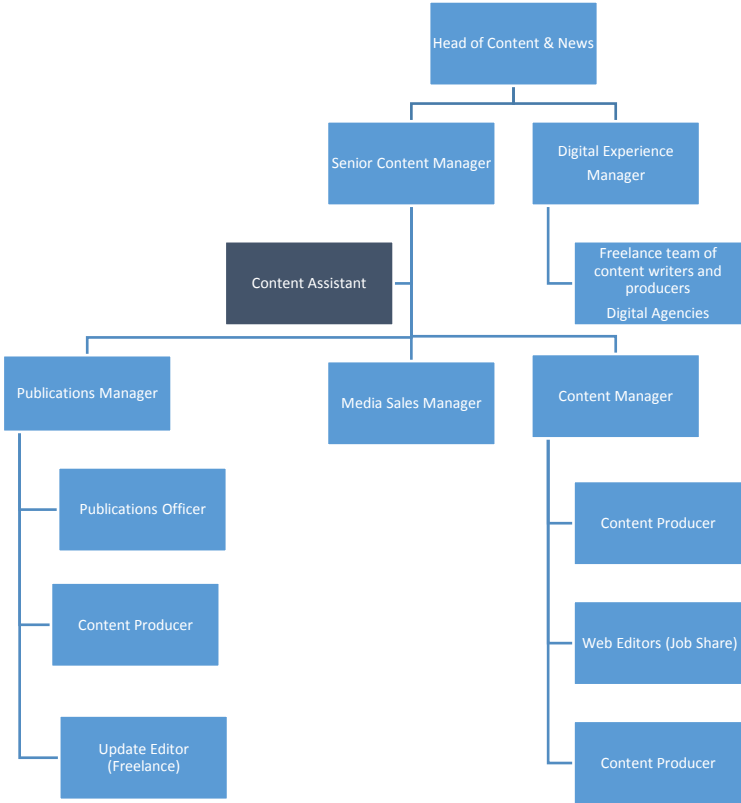


Job Title: Content Assistant

DIRECTORATE:	Engagement & Fundraising
SECTION:	Content 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, creative and comms agencies and suppliers, charities, copywriters, readers, supporters and volunteers.

**OVERALL PURPOSE OF THE JOB**

This is an integral support role that keeps the whole team ticking along and therefore also includes arranging meetings, booking rooms and travel when required, managing the team credit card and expense forms and working closely with external suppliers. This is a varied administrative position, for someone looking to start a career in Content, within a friendly

team in an extremely supportive working environment.

The content team is dedicated to strengthening and maintaining our position as the trusted source of information for anyone living with, affected by and at risk of diabetes. Their remit will be to produce audience-first, insight-driven responsive, relevant and engaging content. The team will act as an internal content agency which is responsible for the ownership, development and publishing (online and offline) of Diabetes UK patient information, educational content and magazine and lifestyle content. The ideas and expertise of the content team will result in high-profile content that drives awareness, engagement and conversion through our online and offline channels.

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **Administration**

- 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, reader enquiries via emails, magazine inboxes, letters and telephone calls.
- Ensure excellent customer service and relations, both for internal and external clients.
- Ensure files, schedules and archives are up to date and accurate.
- Offer support across the team
- Help maintain and update the content calendar
- Maintain team trackers and content schedules in line with team meetings
- Help the team get the support required from IT with technical issues.
- Maintain and oversee best practice storage of folders on the server.

### **Editorial / Content:**

- Assist with delivery of editorial projects, ensuring they are delivered on time and to agreed standards.
- Support the team with online content administration, creating, editing and publishing pages in the CMS platform, overseeing the web-updates inbox.
- Write briefs for external contributors
- Source photographs and images as required
- Keep up to date on the latest editorial, health information, content trends, digital and publishing developments
- Typeset and work on scripts for large-print products / accessible information
- Manage the process of competitions / giveaways, collating both the email and written entries, selecting winners and distributing prizes in line with published deadlines
- Support in researching, writing, subbing and proofing for online and offline, including but not limited to: print and digital magazines, information products and our flagship magazines.

## PERSON SPECIFICATION:

### The best person for this job will be able to:

- Be proactive able to prioritise own work
- Work under pressure to meet deadlines
- Produce content for the web and using content management systems, Drupal would be desirable
- Work under pressure and meet tight deadlines
- Confidently be able to use the Microsoft office and Adobe suites, and other organisational tools

### The best person for this job will have experience in:

- Administration for a busy and fast paced team
- Project management, including time planning, time management, and resource planning
- Commitment to producing quality work with an eye for detail
- Finance administration, raising POs and liaising with suppliers
- Writing and editing copy
- Knowledge of Adobe Creative Cloud, with ability to edit on screen. Proficient in Microsoft Office.

### 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 great writer, editor and proofreader, with a high level of attention to detail
- Enthusiastic and willing to learn new skills
- A team player, with the ability to work with colleagues across the organisation
- Innovative and creative