



## Job Description Confidential

### Sales and Marketing Assistant

Location	Reports to	Hours	Salary
Bore Place, Chiddingstone	Florence Clark	37.5 hours a week, usually 09:00 - 17:00 Mon to Fri	£20k-£22.5k

#### Background information

Bore Place, a non-profit organisation committed to a world where people and nature work together to regenerate the planet and ourselves. Situated on a 500-acre organic farm estate in West Kent we offer a unique venue with sustainability at its heart. The organisation is home to a charity delivering programmes for young people, public and private events and courses, holiday cottages, as well as a home for complementary rural businesses. This role will sit within the sales and marketing team which seeks to increase revenue for the organisation through hosting weddings, corporate groups, school visits, holiday makers and weekenders and other groups looking to use the space for away days and training purposes.

#### Position summary

The purpose of this role is to help increase the revenue associated with all venue bookings by being the first point of contact for all sales enquiries as well as offering marketing support, including social media management, and other general admin to ensure the smooth running of Bore Place.

#### Primary Responsibilities

1. To deal efficiently and in a friendly manner with all booking enquiries, calls and deliveries to Bore Place by telephone, in person, by email and by post, providing high quality customer service, ensuring that any required action is taken in a timely manner and to the highest standards.
2. To show prospective clients and booked clients around the site telling the story of Bore Place and answering any questions about the site and what we offer.
3. Managing the Bore Place calendar availability and the booking database as well as third party channels.
4. To support the Business Development, Marketing and Communications Manager with social media activity (Facebook, Twitter and Instagram), writing blogs, updating the website, drafting copy, designing basic promotional material and updating as necessary.
5. To provide office support including looking after the post, stationery ordering, as well as offering practical and admin support across the organisation.
6. Maintaining a library of photographs and proactively sourcing new material.
7. Maintaining up to date quotes from clients that can be used on our website and contacting clients after their visits for feedback.
8. To identify appropriate advertising listings for Bore Place to raise the profile of its activity.

9. To be responsible for updating the contact database and mailing lists and ensuring this is done with GDPR compliance
10. Manning the front of house area and creating an appropriate, clean and welcoming environment; taking responsibility for the compilation and monitoring of all front-of-house notices, information packs and leaflets.
11. On occasion, assisting the Head of Housekeeping and Educational Events Manager with the running of weddings and events where necessary and provide support during busy periods.
12. To adhere to health & safety and other statutory requirements.
13. Perform such duties consistent with the role as may from time to time be reasonably assigned to you within Bore Place.

### Person specification

#### Essential criteria

- Administrative experience working in a busy customer focused environment with the ability to deal with a variety of issues with tact and sensitivity.
- Sales experience.
- High level of accuracy and attention to detail with excellent organisational skills.
- Ability to communicate well and with confidence to a wide range of people both verbally and with excellent writing skills.
- Ability to manage and prioritise a heavy workload whilst retaining excellent customer service standards.
- Awareness of standards for managing and protecting information, including information security and data protection principles.
- Proficient in the use of productivity suites (email, calendar, documents, spreadsheets, databases) such as Microsoft Office and the internet.
- Understanding and knowledge of social media channels.
- The ability to use initiative, multi-task and work as part of a team.
- Friendly and efficient manner in person, on the telephone and in writing.
- Good timekeeping and personal presentation.
- Flexibility in the range of tasks undertaken.
- Understanding the importance of the front of house function in offering a creative and nurturing welcome and working environment.
- Support for the aims and objectives of our work, and the values we uphold.

#### Desirable criteria

- Experience of marketing and PR, with basic design skills and experience of generating copy and managing social media activity.
- Experience of managing a Content Management System.
- Skills in spreadsheets, databases and accounts administration.
- Experience of client/customer liaison.
- Interest in sustainability issues, e.g. sustainable and ethical sourcing of food and other supplies, energy efficiency and low carbon living.

NB: We do not expect applicants to have experience in all these fields. Training can be given, and we are committed to supporting the successful candidate in gaining this experience.

### Benefits of working at Bore Place

- Contributing to a charitable organisation working to support, develop and educate young people.
- Pension contribution of 4%
- 30 days holiday, plus bank holidays
- Opportunities for training and development,
- A staff discount on Bore Place's programme of public events
- A glorious countryside location.
- Free on-site parking.

### Please note:

- Due to our rural location, your own vehicle is essential for travelling to and from work.