

Content and CRM Officer

Job Title	Content and CRM Officer
Contract	Part Time (21 hours per week, 0.6 FTE)
Location	Flexible according to preference. Office space is available at our HQ in Barnsley. Remote or hybrid working is suitable for this role.
Salary	£24,000 pro rata (£14,400)
Place in Organisation	Reports directly to Digital Marketing, Communications and PR Manager
Works closely with	Digital Marketing, Communications and PR Manager, Marketing and Communications Officer, Membership Services Officer, Chief Operating Officer, Events Manager, Fundraising Service and Development Manager, Operations Officer

About the role

As BBE's Content and CRM Officer, you'll be the main point of contact for our members with queries about using our website and member portal. You'll maintain a close relationship with our software developers and have a proactive approach to understanding the iMIS platform. You'll be responsible for uploading all content to the BBE website, including articles, events and resources, and ensuring that our website presence is professional, accessible and consistent.

How to apply

Applications can be submitted via the [Content and CRM Officer application form](#). As part of this form, you will need to provide a covering letter (up to 500 words) detailing your suitability for the role, and upload an anonymised CV. Candidates will be shortlisted on the basis of the person specification.

Please ensure that your suitability in reference to this criteria is addressed in your application. If you require any further information about the role please contact jobs@bbe.org.uk in the first instance.

Applications close on **Wednesday 1 October at 9am**, with interviews held online on **Monday 13 October**.

Tasks and responsibilities

The key tasks and responsibilities for this role are:

To maintain and develop BBE's digital platform
<ul style="list-style-type: none"> • Liaise directly with the iFINITY team to ensure that the configuration of BBE's iMIS CRM is fully optimised to serve BBE's current and future requirements • Engage with iFINITY and ASI and other relevant industry communities to keep up to date with the latest iMIS and wider industry improvements • Act as the day-to-day internal CRM controller and support desk • Work on the continuing cycle of development for the platform, always seeking to improve user experience
To support BBE members and staff with CRM and website-related issues
<ul style="list-style-type: none"> • Respond to member queries promptly • Create resources to support staff and members with common issues • Work closely with all departments to ensure that relevant reports and queries are set up to allow efficient reporting and data collection
To manage all content uploaded to the website
<ul style="list-style-type: none"> • Work closely with all departments to ensure all content, including events, news stories and members' resources, are uploaded, formatted promptly and on brand
General Duties
<ul style="list-style-type: none"> • Contribute to reporting to BBE trustees, Arts Council England and other funders as directed

Person Specification

Relevant Experience	Essential	Desirable
Experience of using a Customer Relationship Management system	●	
Experience in a similar role as a database administrator, managing a database, writing queries and familiarity with relational databases		●
Experience in a customer service position		●

Experience working in a membership body		●
Experience uploading content to websites		●
Knowledge	Essential	Desirable
Knowledge of HTML	●	
Interest in and enthusiasm for the brass band or community music sector		●
Knowledge of the software systems used by BBE (iMIS, Airtable, Microsoft Office Suite, Google Suite, Zoom)		●
Skills	Essential	Desirable
Excellent attention to detail	●	
An ability to plan, prioritise and work to tight deadlines	●	
An ability to work as part of a team and act professionally and respectfully	●	
Efficient and courteous written and verbal communication skills	●	
Sufficient IT literacy to use customer relationship management software and project management software	●	
Excel skills	●	
Role Requirements	Essential	Desirable
Commitment to inclusion, diversity, access and equity.	●	