

MSLEXIA PUBLICATIONS LIMITED

CUSTOMER SERVICES ASSISTANT (Fixed-term, part-time)

JOB DESCRIPTION

The Customer Services Assistant will support all aspects of Mslexia's day-to-day administration. Working closely with the Admin Team, you will assist with the smooth running of the Mslexia office, customer relationships, magazine, competitions, projects and online shop transactions.

We are a close-knit team of eight, each with our own distinct roles, but with the shared aim of supporting women writers and promoting gender equality in literature. You'll be part of our Administration & Finance team, offering support as Mslexia embarks on a new administrative project.

This role is a **four-month, fixed-term** contract, working **three-days a week** from Mslexia's office in Newcastle upon Tyne. (This role is office-based and not conducive to hybrid or home working)

REPORTING TO: Administration Manager

ROLES AND RESPONSIBILITIES

- Deal with requests and queries via telephone and email
- Record and fulfil orders for the magazine subscription, single issues, books, ebooks, events, etc.
- Help update and maintain our internal databases
- Help with the recording of competition entries and responding to associated queries
- Assist with the processing of and response to, quarterly submissions for the magazine
- Assist with the smooth running of the office
- Compile and edit the Competitions Listings sections in *Mslexia* magazine, and update listings and opportunities in the Mslexia Salon
- Notify the Sales Team of potential advertising and marketing leads
- Contribute to *Mslexia* magazine, website and newsletter as and when required by the Editorial & Outreach Team
- Support the work of the rest of the staff in administrative matters as and when required
- Reflect in all dealings with the public, Mslexia's respect for and commitment to women writers, whatever their skill and status and background
- Represent Mslexia when required at literary and other events, and contribute to the work of the company in any other areas as and when required by the company.

PERSON SPECIFICATIONS

- Experience with maintaining/updating data and databases
- Experience supporting customers
- Excellent written and verbal communication skills
- A keen attention to detail
- Strong administrative and organisational skills
- High level of IT skills (Microsoft Office, etc.)
- Able to work independently and as part of a team
- Friendly, cheerful, positive and committed to supporting Mslexia's aims

Mslexia aims to be an equal opportunity employer and welcomes applications from suitably qualified people from all backgrounds and circumstances.

TERMS

This will be a four-month fixed-term contract.

The role is a three-day per week office-based position, working Tuesdays, Wednesdays and Thursdays. We welcome applications from freelancers.

Mslexia's office is in the centre of Newcastle upon Tyne.

SALARY

£23k-£24k per annum, pro rata, according to experience; we also welcome applications from freelancers, who can be paid on a daily rate.

HOW TO APPLY

Please send a CV and covering letter outlining your relevant experience to the Admin Manager Kay Hadden, kay@mslexia.co.uk

Closing date for applications: 12pm, Monday 18 August

Interviews: 21-22 August