**Job description**

**Job title:** Social Media Assistant

**Department:** Business Services

**Location:** Manchester

**Reporting to:** Marketing Manager

**Hours:** 9:30am to 5:30pm, Monday to Friday.

**Contract:** Permanent

**Salary:** Competitive, Provided upon request

**Overall job purpose:** To support and assist in delivering the day to day running of the group claims social media accounts which will promote Leigh Day’s services to key customer groups.

**Online and Social Media**

* Moderate comments on social media channels for multiparty actions
* Assist Social Media Community Manager in day to day tasks
* To post web articles and news stories on social media channels where necessary
* To assist the team to ensure that social media and other relevant content are regularly updated

**Marketing Admin**

* To maintain a flexible approach whilst assisting in implementing the marketing mix.
* Attending meetings and take minutes when necessary
* Any other tasks that might from time to time be required

**Training**

* To ensure that adequate training is received in the support areas covered by the role to be able to offer and deliver a high quality and effective support service in those areas.
* To ensure that adequate training is received to be able to gain maximum technology and office related technology.
* To utilise I.T. to provide a quality, cost effective and efficient service.

**Performance Measured By**

* Timeliness of response to requests.
* Efficiency in dealing with work and accuracy in work produced.
* Ability to work on own initiative, maintaining a flexible, responsive and responsible attitude, both personally and within the office facilities team.
* Personal development and contribution to the overall objectives of the Firm.
* Good attendance and timekeeping**.**

**Person Specification**

* Experience in a legal practice or other professional services organisation will be highly advantageous.
* Genuine interest to work with a leading claimant law Firm and passionate about providing access to justice to all.
* Proven ability to communicate accurately, clearly and concisely, in writing and verbally.
* Previous administrative office experience desirable
* Ability to manage assigned tasks in an assertive, efficient and timely manner.
* Adaptable and able to work in a busy professional work environment.
* Ability to be pro-active, reliable, friendly and energetic. Intermediate level proficiency in working with MS Office (Powerpoint, Excel, Word, Outlook)
* Demonstrable enthusiasm and motivation to grow within a marketing function and gain further marketing knowledge.
* Knowledge of social media platforms such as Facebook, Instagram, and Twitter.
* Knowledge of social media management tool CoSchedule, Hootsuite, Hubspot etc (desirable but not essential)