



<b>JOB DESCRIPTION</b>	
Job title	<b>Consumer Credit Programmes Administrator</b>
Job description last updated	December 2021
Reporting to	Head of Programme Development, Consumer Credit
Direct reports	N/A
Division/department	Consumer Credit
Other key relationships	<ul style="list-style-type: none"><li>• Marketing &amp; Comms Manager, Own Art</li><li>• Marketing &amp; Comms Manager, TIA</li><li>• Officer, Finance &amp; Operations</li></ul>
Starting Salary	£25,000 per annum, plus benefits

**Purpose of role:**

- To be the first point of contact for all inbound enquiries relating to our Consumer Credit Schemes, including those received via social media account profiles
- To manage the end-to-end process for processing applications and onboarding new members to our Consumer Credit Schemes
- To ensure that our membership have the training and skills they require to deliver the schemes
- To maintain accurate and up to date client information and data on our business systems
- To work closely with the Head of Programme Development and other team members on strategic campaigns to support the growth in impact of the schemes
- To contribute to the effective marketing and communication of the Consumer Credit Schemes through active engagement in and use of social media

**Key objectives:**

- To play a key role in developing the growth and diversity of the consumer credit schemes through increasing the membership network and ensuring that end users of the schemes experience a high level of service
- To support the Head of Programme Development in monitoring the data and scheme outputs against the Key Performance Indicators agreed with our funding partners for the delivery of the programmes across England, Scotland and Northern Ireland
- To ensure a high level of client and customer satisfaction through the timely and appropriate response to enquiries received via email, telephone and social media
- To contribute to the development of new business opportunities to drive up economic contribution of the consumer credit programmes
- To assist in the planning and delivery of promotional events and other initiatives designed to raise awareness of the schemes in areas of low engagement

**Main responsibilities:**

- To be the first point of contact for incoming enquiries via phone, email and social media for the Own Art and Take it away schemes and any other consumer credit activity that the company may develop over time
- Processing all applications for membership from galleries and music retailers received through the scheme websites
- To coordinate and conduct assessments to evaluate applicants' suitability for membership of either of the consumer credit schemes
- To maintain the Customer Relationship Management system to record all applications received and to ensure that existing business records are up to date and accurate
- To create and update, as necessary, member web listings for all scheme members
- To work with our third-party credit providers to provide training to new members of the schemes
- To support the Head of Programme Development in the day-to-day management of the programmes including the planning and delivery of events and campaigns to drive awareness of the programmes
- Liaise with and support the Marketing & Communications Managers in effectively promoting the programmes
- To assist in the planning and delivery of promotional events and other initiatives designed to raise awareness of the schemes in areas of low engagement and Priority Places as identified by Arts Council England

**General responsibilities**

- To comply with all company policies and procedures including those relating to the secure collection, management and use of personal data
- To regularly attend and contribute positively to team meetings, as and when required
- To comply with the company's regulatory responsibilities in regard to the Financial Conduct Authority
- To undertake any other tasks that might reasonably be required from a senior member to support the effective management, growth and development of the business as a whole.

Competencies Required	Essential	Desirable
Skills and understanding	<ul style="list-style-type: none"> <li>● Strong organisation and time management skills</li> <li>● Strong verbal and written communication skills</li> <li>● Use of a range of standard IT packages (Microsoft Office)</li> <li>● Familiar with customer relationship management software systems and processes</li> </ul>	<ul style="list-style-type: none"> <li>● An understanding of Consumer Credit and how it is used by customers and businesses</li> <li>● Experience of preparing and presenting training materials</li> <li>● Confidence in using social media and online content management systems</li> </ul>
Previous experience	<ul style="list-style-type: none"> <li>● Experience in a similar administrative role within a customer focussed environment</li> <li>● Experience of working in or with organisations that are involved in the arts, cultural or creative industries.</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of working in the contemporary visual arts and/or music sectors</li> </ul>
Behavioural characteristics	<ul style="list-style-type: none"> <li>● High level of self-motivation, and the ability to work independently if required</li> <li>● Able to work collaboratively with colleagues across the organisation,</li> </ul>	

	<ul style="list-style-type: none"><li>• High level of attention to detail and with an aptitude for data analysis and critical thinking.</li><li>• Flexible and hands on, with a 'can do' attitude.</li><li>• Willingness to travel and to undertake occasional evening and weekend hours required (for which time off in lieu may be taken).</li></ul>	
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