Product Support Assistant

Full Time – Permanent Contract

# Description of the role and Person Specification

The Audience Agency is looking for a Product Support Assistant to make sure our clients have the best possible experience from our web apps and tools. We provide a suite of products and programmes to help the cultural organisations grow their audiences and revenue based on a solid understanding of who their audiences are.

This wide ranging role is ideal for someone with good communication and administrative skills. This role would suit someone with a high degree of numeracy and accuracy who is a logical problem solver and enjoys finding solutions for people. Training to use our software and tools will be given.

Deadline for applications: Monday 31st October 2016 - 12pm

Interviews will take place on Thursday 3rd and Friday 4th November 2016 at our London office.

For full job and application details, visit: <https://www.theaudienceagency.org/careers>

Please see the Application Form for information about how to apply; please contact us on 0161 234 2956 or jobs@theaudienceagency.org if you require this information in **an alternative format**.

## The Audience Agency & Audience Finder

The Audience Agency is the national authority on audience behaviour and strategy. We are an experienced team of arts and culture specialists that provides a wide variety of consultancy and research services. As a thriving, fast growing not-for-profit organisation we work with hundreds of clients that are comprised of organisations of all sizes across the sector providing sound advice, cutting edge intelligence and breakthrough ideas to develop and grow their audiences.

For more information about our organisation and team please see [www.theaudienceagency.org](http://www.theaudienceagency.org)

## Primary responsibilities of the role

**Customer Service**

* Providing first line support to The Audience Agency’s clients and stakeholders, to help them sign-up for our services and offerings, troubleshoot problems with TAA software installations and data flows, help clients to understand and use TAA’s web application tools.
* Administration of client contact information and communications tracking using The Audience Agency’s Customer Relationship Management (CRM) system.
* Proactively using information from the CRM system to inform communications.
* Troubleshooting client enquires or directing them to second line support or services as necessary.
* Scheduling and attending meetings between The Audience Agency staff, client organisations and contractors
* Responding to information requests from internal and external sources
* Collating reports on performance and delivery
* General administration
* Other tasks and duties commensurate with the role

**Supporting Research**

* Support and liaise with the platform team to administrate and to deliver services for client organisations, including:
	+ Help co-ordinate administration of quantitative research. This will include, for example, client liaison, in order to facilitate the collection of information regarding survey setup, design and methodology.
	+ Assisting with administration of client organisations' Audience Finder dashboards, including organisation set-up and logins, adding survey data to client organisations' Audience Finder dashboards, and spot checking dashboard metrics.
	+ Liaise over fieldworker training requirements, report checking and support at research led meetings and events
	+ Arranging, scheduling and facilitating the set-up of our data extraction software with clients, or the set-up of Audience Finder surveys
	+ Monitoring and ensuring the ongoing flow of data extractions from clients’ source ticketing systems
	+ Regular data coding in the *Audience Finder* data warehouse to include performance/artform coding, cleansing and other required coding fields
	+ Liaising with clients to ensure that the regular cycle of coding requirements are rigorously applied, completed and returned to The Audience Agency in timely fashion
* Administration of the database platforms to ensure smooth and robust performance
* Administrative recording and documentation of processes and workflows
* Assist with the production of analysis and reporting of data within the Audience Agency’s data platforms
* Support the wider Audience Agency research teams and partners by preparing specific data extractions form the data platforms
* Contribute to the production of high quality reports and other outputs for clients
* Present research findings and analysis to colleagues

## The Audience Agency as a learning organisation

* To take an active part in all team planning, learning and training
* To share internally the insights and learning gained from your work
* To contribute to developing a cross functional collaborative style of working
* To be aware of and act within the guidelines laid out in The Audience Agency Equal Opportunities and Diversity policies
* To be aware of The Audience Agency’s values and to conduct business with clients in their spirit

## Additional job details

**Progress monitoring**

In accordance with standard business practice this role is subject to the successful completion of a three month probationary period. During this period we will review with you your on-going performance and suitability for the post.

**Salary**

The post is offered on a permanent full time contract. The role is offered at an annual salary of £20,000, inclusive of London weighting.

**Location**

The role will be based at our London office and the post holder will report to the Product and Programme Manager.

**Hours**

Normal working hours for full time employees are 35 per week, or 7 hours a day which can be worked flexibly in agreement with the your line manager. Core office hours are between 10.00am – 6.00pm daily. For full-time staff the normal working day includes one hour for lunch (unpaid).

The Audience Agency will try to be flexible and understanding in allowing staff to adopt hours which suit individual circumstances as long as these hours do not affect work effectiveness.

**Holiday**

The leave entitlement is 25 days per annum pro-rata. Public/Bank holidays are in addition to this personal leave entitlement.

**Contract**

The post is offered on a permanent full time contract.

For more details of the specific role please contact Alice Hockey, Product and Programme Manager E: jobs@theaudienceagency.org

## Person Specification – Product Support Assistant

Please give concrete examples in your application of where and how you’ve acquired and applied the necessary skills and experience.

Essential (E) Desirable (D)

* High levels of customer service (E)
* An organised and thorough approach, with close attention to detail (E)
* Experience of working in team environment (E)
* Experience of managing time- and/or a number of concurrent projects (E)
* Excellent written and verbal communication skills at a professional level (E)
* Excellent IT skills, including advanced skills in Word, Excel and PowerPoint, email and internet use (E)
* Proofreading experience or demonstrable ability (E)
* Numerical confidence, accuracy and rigour (E)
* Able to work well within and across teams, as well as working autonomously (E)
* Ability to manage and prioritise workload across a number of different projects and demands, in a busy environment (E)
* Ability to adapt and improvise within time and resource constraints of our clients (E)
* Qualification and/or in-work training in database administration (D)
* Experience of using and analysing database information (D)
* Ability to interpret data analysis and distil key messages (D)
* Experience of carrying out statistical analysis (D)
* Experience of producing reports and other research output for different types of audiences, including verbally presenting findings (D)
* Knowledge of the arts, cultural or heritage sector (D)