



## Dundee Contemporary Arts

Role Details	
<b>Job Profile:</b>	<b>Communications Assistant</b>
<b>Department:</b>	Communications
<b>Hours:</b>	35 hours
<b>Working Pattern:</b>	9am - 5pm, Monday to Friday
<b>Salary:</b>	£23,244.18 per annum
<b>Contract Type:</b>	Permanent
<b>Reporting to:</b>	Communications Manager
<b>Direct Reports:</b>	N/A
<b>Location:</b>	DCA Building with some home working in line with our Hybrid Working Policy

The Role	
<b>Job Purpose:</b>	<p>The job holder is responsible for supporting all the activities of the Communications team. In particular the Communications Assistant ensures that DCA is able to communicate effectively with its audiences through the distribution of accurate, targeted information by email, social media, web and other means employed by the Communications Department.</p> <p>The Communications Assistant also contributes to the smooth running of DCA's ticketing system through adding and proofing event information, offers and memberships; creating customer segments and liaising with the Visitor Services team on system improvements. They are also responsible for supporting DCA's internal procedures for reporting audience activity and feedback, for collating and sharing relevant data about DCA's audiences, and for simple design tasks within the team.</p>
<b>Key Outputs &amp; Accountabilities:</b>	<p><b>Supporting the activities of the DCA Communications Department</b></p> <ul style="list-style-type: none"><li>• Assist with the maintenance and efficient use of customer information on ticketing system</li><li>• Collate visitor and attendance figures, digital engagement statistics and other key metrics for reporting</li><li>• Support various targeted campaigns through researching appropriate groups and individuals</li><li>• Support various targeted campaigns through creating and sending targeted emails; and through sharing engaging content on DCA's social media channels</li></ul>

	<ul style="list-style-type: none"> <li>• Support the process of adding, proofing and updating events on DCA's website and ticketing system, ensuring information is accurate and complete</li> <li>• Work with the Visitor Services team to test and refine offers, memberships, seating plans, pricing structures, tags and other functions of the ticketing system</li> <li>• Assist with the production and distribution of DCA print and promotional material</li> <li>• Assist in the maintenance of information on DCA's website</li> <li>• Assist with DCA display &amp; signage tasks</li> <li>• Assist with internal communications tasks</li> <li>• Assist with staffing as required at events and activities, e.g. exhibition openings, special screenings and fundraising events.</li> <li>• Support the Communications team, undertaking various tasks as required</li> <li>• Attend DCA staff and Communications Team meetings whenever possible</li> </ul> <p><b>Contribute to the continuing development of DCA</b></p> <ul style="list-style-type: none"> <li>• Understand and support the aims and objectives of DCA and ensure these are reflected in its communications</li> <li>• Contribute to the identification of Departmental objectives for the short, medium and long-term in developing and implementing the company's Business Plan</li> <li>• Be responsible for supporting tactical marketing campaigns as directed by Communications Manager</li> </ul>
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<b>Person Specification</b>	
<b>Essential:</b>	<ul style="list-style-type: none"> <li>• Experience of using image editing, video editing or design tools such as Photoshop, InDesign, Canva, Pixlr, Fotor</li> <li>• An understanding of the role of marketing and communications within a wider organisation</li> <li>• Experience of data entry/analysing and inputting data</li> <li>• Excellent organisational skills, with experience of managing multiple priorities</li> <li>• Accuracy skills with the ability to demonstrate attention to detail</li> <li>• Writing skills – the ability to write clearly and compellingly about a range of topics</li> <li>• Strong IT skills, with the ability to pick up new systems and software quickly</li> <li>• Excellent communication and interpersonal skills, with the ability to support professional credibility across the organisation</li> <li>• A positive thinker and problem solver</li> <li>• Able to remain calm and professional when under pressure</li> <li>• An interest in arts and culture</li> </ul>



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**Please note we are unable to provide sponsorship for a work visa so candidates should ensure they already have or are able to obtain the right to work in the UK before applying.**

**The job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the role.**

### **How your information will be used**

In order to progress your application, for administrative purposes, DCA will record, keep and hold the personal data which you have provided in this application stored in our HR files. Your data will not be transferred to any third parties outside of DCA. If you are successful DCA will retain this data as part of your employee record which will be stored on the basis of our Privacy Policy. In the event your application is unsuccessful, we will hold the application and the data contained for three months in case of a future vacancy which we may invite you to apply for, following which we will delete it. If you have any questions about DCA's use of data please contact us.