

Digital & Marketing Assistant
Job Location: Woking, Surrey

Main Duties

- Be familiar with the latest YAA YAA LONDON jewellery
- Familiarise yourself with our HR system, Citrus HR
- Uploading products to websites
- Write engaging product descriptions on sales platforms used by YAA YAA LONDON

'Keep the customer in mind Whether you're writing product descriptions, finding key search terms or setting up delivery options, remember who your customer is and what information they'll need in order to purchase from you.

- **Information:** Have you included all the essential details in your product information?
 - **Clarity:** Will someone who has never seen your product before understand how big or small it is?
 - **Searchability:** What will customers type into Google to find products like yours? Think about the materials used, the occasion and the recipient...
- Create content for social media – mainly Instagram – reels etc, daily
 - Photography for customers
 - Edit images sent by Directors and other team members on request and label them in such a way that you can identify them. (A product sheet and/info will be provided)
 - Create marketing material for events
 - Suggest and implement improvements the brand's digital appearance
 - Ensuring all work is accurate and well presented at all times.
 - Manage YAA YAA LONDON's LinkedIn page

Other duties

- Deal with incoming customer queries in a timely manner as required ensuring the customer always has a pleasant experience and give feedback to Directors – good and bad.
- Provide customers with a Returns Form when requested
- Provide general assistance to Directors
- Assist with events
- Ad-hoc duties as and when required

Required attributes

- **An eye for detail is essential for this role**
- **2yrs+ proven experience in a similar role**
- Excellent IT skills including Microsoft Office
- Highly organised
- Adhere to the confidentiality clause within your contract – Please do not discuss the office workings outside of the office.
- The ability to work as part of a team and on your own and use your initiative effectively after the training period
- A pleasant communication manner, by email, telephone, and face to face
- An appreciation for bold and colourful creations and textures

Benefits

- Paid holiday
- Pension
- A relaxed but focused working environment – dress code: comfortable
- A varied and involved role
- 25% off all YAA YAA LONDON jewellery
- Free parking