

<b>Job title</b>	Marketing Administrator	<b>Department</b>	Marketing
<b>Reports to</b>	Senior Event & Marketing Coordinator	<b>Location</b>	Liverpool Street, London, (EC2M)

## Overview

### About us

At Dukes, we're a forward-thinking organisation with a proud heritage and a people-first culture. We're passionate about delivering excellence in the debt recovery and enforcement sector, and our marketing team plays a vital role in sharing our story - both inside and outside the business.

We've created a collaborative environment where everyone has the opportunity to grow, contribute ideas, and make an impact.

### The role

We are looking for a Marketing Administrator to support our growing marketing and commercial teams. This is a varied, hands-on role ideal for someone organised, creative, and keen to develop their marketing career.

You'll support the wider commercial team with business document creation, assist with the administration and coordination of events, help share business-wide stories through blogs and internal communications and support the marketing team with general administrative tasks.

Daily tasks will be varied so we're looking for someone who's adaptable and eager to get involved in a range of marketing projects.

### Success in this role looks like

- Smooth coordination of marketing and event activities
- Timely delivery of accurate and engaging content
- Consistent, on-brand business documentation
- Positive feedback from internal teams and event attendees

### Career development

You'll gain experience across digital marketing, content creation, and event coordination - building a strong foundation for career progression into an executive role.

## Key outcomes and responsibilities

### Marketing support:

- Assist the marketing and commercial teams with the creation of branded business documents, presentations, and proposals.
- Maintain consistency and accuracy across all marketing materials and templates.

#### **Event administration:**

- Support the Senior Events & Marketing Coordinator with hotel bookings, event logistics, delegate management, venue coordination, and post-event communications.
- Liaise with suppliers, track costs, and support the preparation of event packs and promotional materials.

#### **Content & communications:**

- Review and upload blogs for the company website and intranet, sharing business-wide stories and successes.
- Liaise with teams across the business to gather news, achievements, and case studies for internal and external use.
- Help ensure all content aligns with brand tone, messaging, and style.
- Update and manage internal and external email footers to promote campaigns / key messages
- Work closely with the Head of Client Services to update, schedule and publish the monthly external newsletter (the Roar) to relevant client lists.
- Work closely with marketing colleagues to ensure successful execution of campaigns and tracking of KPIs.
- Support in the creation and maintenance of marketing collateral

#### **Digital & admin tasks:**

- Manage and update content on our company websites (both on wix.com)
- Write schedule social media content for Facebook and LinkedIn using our scheduling tool, HubSpot.
- Assist with curating email marketing campaigns published on (HubSpot) and intranet updates (SharePoint).
- Maintain marketing databases, mailing lists, and asset libraries.
- Support invoice processing, booking hotels, budget tracking, and supplier coordination.

#### **Reporting & insights:**

- Collate event feedback, blog analytics, and intranet engagement reports.
- Provide basic performance insights to the marketing team for continuous improvement.

### **Key Skills & Experience**

#### **Essential**

- Strong organisational and time management skills.
- Excellent written communication - comfortable reviewing and writing engaging stories and blog posts.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Positive attitude with a willingness to learn new systems and processes.
- Confidence liaising with colleagues at all levels as well as external stakeholders (suppliers / hotels etc).
- Proven ability to multitask and prioritise effectively in a busy environment.

#### **Desirable**

- Experience using a website CMS (e.g., Wix or Squarespace) or intranet platform (e.g., SharePoint).
- Exposure to email or digital marketing tools (e.g., Mailchimp, HubSpot).

- Event coordination or administration experience.
- Basic knowledge of design tools such as Canva or Adobe Express.
- Marketing qualification (CIM, IDM) or equivalent experience.

## Values

- Family
- Conscience
- Respect
- Excellence
- Service
- Trust

## Salary & Benefits

- Competitive salary (dependent on experience).
- Hybrid working arrangement. (Requiring 3 days in the office, 2 remote).
- 25 days annual leave plus bank holidays.
- Professional development and mentoring opportunities.
- Supportive, collaborative, and purpose-driven team environment.
- Christmas office shutdown
- Company sick pay
- Company Mental Health Initiative
- Friendly working environment in a family-run business
- Work-based pension
- Eligibility for annual bonus scheme participation