



Springwise Intelligence Ltd
Editorial Administrator

Job description
April 2017

Reports to Managing Editor

Springwise is a small, crowd-sourced, B2B, subscription based, digital innovation hub, which has rapid growth ambitions. Via its exclusive, global network of 20,000 Springspotters, Springwise discovers and publishes entrepreneurial and start-up innovation ideas, reports and proprietary content. Through this information, Springwise inspires a broad range of businesses, governments, Universities and entrepreneurs helping to transform how they think and work in today's rapidly changing business environment.

Role overview

The purpose of the Editorial Administrator is to provide support to the Managing Editor in all aspects of content publication, customer service and social media engagement. This includes researching innovation ideas, ad hoc writing, setting up new subscription accounts, handling customer inquiries, and supporting the Springwise social media strategy.

The objective is to making sure the day-to-day operations are handled promptly and effectively, customer service queries are answered in a satisfactory manner and relevant communications are published on Springwise social media networks.

Specific Responsibilities

- Contribute to the revision of Springspotters submissions
- Handle gift claims
- Ad hoc research on the latest innovations and related events
- Write content for publication on Springwise website and other channels
- Check and process invoices for payment
- Set up new subscription accounts, create test accounts, cancel subscriptions and turn-off renewals
- Chase failed payments
- Send invoices to relevant parties
- Respond to product related customer service inquiries
- Contribute to the acquisition of statistics and usage data as required

- Post content on Springwise social networks
 - Create campaign banners and other visuals as required
 - Work closely with other Managing Editor to share best practice and ensure comprehensive administrative support to the business
 - General administration
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- **KPIs**
 - High quality administration support
 - Efficient and effective customer service
 - Customer retention and growth across Springwise Access product
 - Good quality writing in line with Springwise tone of voice
 - Proactive and engaging social media feeds
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- **Key attributes**
 - Good communicator with a positive and can-do approach
 - Experience providing administrative support in a fast-paced environment
 - Excellent customer service skills
 - Adaptable and willing to take on new and different responsibilities as they arise
 - Excellent attention to detail
 - Able to prioritise effectively and proactively use their own initiative
 - Good writing skills
 - Have detailed knowledge and vast experience of Microsoft Office, in particular Word, Excel and PowerPoint
 - Working knowledge of Adobe Photoshop and InDesign
 - Experience in social media engagement (Twitter, Facebook, LinkedIn, Tumblr)

Please email your CV and covering letter to: linda@springwise.com
