

COMMUNICATIONS MANAGER

Temple Spa is looking for a bright communication manager. This newly created role will assist in creating and sharing engaging content with our entrepreneurial social retailing channel SPA TO GO.

Title: Communication Manager

Department: SPA TO GO | Relationship Management **Location:** Head Office, Littlehampton West Sussex **Reporting to:** Head of Business Business Support Spa To Go

About You. You will be a warm, passionate individual who loves connecting with people. You will thrive on understanding, meeting and exceeding client and business requirements. You will be an advocate of the Temple Spa Brand and in particular, the SPA TO GO channel. You will love to work as part of a team, but also enjoy the opportunity to use your initiative and manage and develop projects allocated to you.

Key Skills: Excellent communication skills - written and verbal
Creative, proactive and with the ability to employ initiative
Organised with attention to detail
Ability to foster relationships at all levels and work collaboratively
Self-motivated, deadline focused, enjoying a fast paced environment
Proficiency in Word, Excel and Powerpoint, [&/or Apple equivalents], Social media platforms

Key Elements of the Role:

- Manage and develop internal and external communications to Senior Managers, Managers and Lifestyle Consultants to provide timely, accurate and engaging content.
- Curate the SPA TO GO Hub [intranet] to ensure all information is not only engaging but relevant, timely and accurate

- Develop Q&A and model Customer service responses for Lifestyle consultants, Managers and their clients
- Help create presentation material for key meetings
- Work collaboratively with the SPA TO GO team in Head Office and field based to develop and enhance assets.
- Take ownership of key “documents” such as the Career plan and Consultant training manual, to ensure the they are in line with best practice.
- Support the SPA TO GO social media presence - creating and clearly demonstrating standards of good practice both with content such as call outs, blogs and imagery
- Receive and resolve consumer, client and consultant Issues
- Advise on product and promotions
- Process orders on behalf of customers or external clients
- To develop & augment our approach to providing excellence supporting SPA TO GO.

Ideal experience:

Direct experience or good understanding of the social retailing business environment Experience in a customer services role.

Use of content management systems

Experience in writing content for blogs, Training material, emails, social media

& Always: Flexible - willing to carry out other's duties as requested. Understand and fully comply with company and department policies and procedures.

A brand ambassador that always makes and receives a good pass to/from colleagues.

Well presented, displaying and encouraging the right attitude