

VACANCY: Marketing and Customer Service Officer

Location: Harwell, Oxfordshire, UK
Start date: ASAP
Position: Marketing and Customer Service Officer
Salary: Subject to experience
Benefits: Pension scheme with 5% employer contribution
Holiday: 25 days per year pro rata (plus bank holidays)
Apply by: Open until filled (ASAP)
Apply to: recruitment@electrospinning.co.uk enclosing your CV and a personalised covering letter, describing how your experience and interests fit with the advertised position.

The Position and Company

We are recruiting a Marketing and Customer Service Officer (MCO) to support our growing business development and marketing activities. The MCO will play a crucial role in coordinating our inbound and outbound marketing activities (social media management, website, newsletters and exhibitions) as well as keeping up our standards in customer service.

The successful candidate will manage our digital media platforms and coordinate event attendance and exhibitions as well as be the contact person for inbound enquiries.

The MCO reports directly to the Head of Business Development and join the Business Development Managers and Senior Project Manager as part of our Business Development team.

Successful candidates will be provided with training for all the roles and processes they are required to undertake and will have the opportunity to learn and develop new skillsets.

Main responsibilities

- Take ownership of our social media activities, ensuring regular posts and drive online presence
- Keep our website up to date, liaising with third parties to maintain SEO ranking
- Organise our outbound marketing activities (exhibitions, mailings etc.)
- Guardian of our brand
- First point of call for inbound enquiries and direct enquiries to responsible business development team member

The experience and skills we are looking for

- 1-2 years of experience in a customer-facing role, preferably in medical device or biotechnology environment
- Highly organised mindset, able to deliver projects/campaigns on time and within budget.
- Liaise and work with external stakeholders and build relationships
- Proven experience in managing digital media (social media, website etc.) and organisation of events
- Fluent in English and excellent communication skills
- Proficient with Hootsuite, Mailchimp, Wordpress, Salesforce, Office 365

The behaviours we value

- Teamwork: taking individual responsibility and supporting team members. Helping team members with workloads.
- Transparency: communicating openly and highlighting issues promptly.
- Excellence: delivering high quality outputs; aware of priorities and deadlines.
- Consideration: Considerate with concern for impact on others.
- Learning: embracing personal development.

About Us

We design, develop, and manufacture nanofibrous biomaterials for medical devices. Based on the electrospinning platform technology, we use our expertise and experience to support clients in a range of different therapeutic indications including orthopaedics, ophthalmology, cardiovascular and neurology. We supply the first electrospun biomaterial incorporated into an FDA-approved medical device and are working with several international clients to develop other products. We are also developing proprietary materials for ophthalmology and cell therapy. We are a spin-out from the UK Science and Technology Facilities Council (STFC) and are located on the Harwell Innovation Campus near Oxford, UK. We have a team of 24 people (50/50 gender balanced with over 10 nationalities).

All work takes place in ISO class 7 cleanrooms (ISO 14644 standard) operating to ISO 13845: 2016 Medical Device Standards.

We are a committed equal opportunities employer and do not unlawfully discriminate based on any status or condition protected by applicable UK employment law.

We are not yet able to obtain working visas so you will need the right to work in the United Kingdom.

Please note that any personal data submitted in the job application for this role will be processed in accordance with the GDPR and related data protection legislation.

