



Base Creative // Digital Executive Assistant

Base Creative embarked on a journey about 3 years ago, with some seriously ambitious growth plans (even during lockdown). But we're not a start-up, in fact we have 18 years behind us and still full of energy.

We're a small agency, so the role comes with a good degree of variety, while still focusing on providing support to our excellent team. It isn't a role requiring you to "wear many hats", don't worry.

If you're currently a digital executive assistant with experience facilitating teams who create strategies and deliver digital campaigns end-to-end, we're already going to like what you've got to offer.

Our results-driven team embraces process and efficiency, and we're looking for someone who shares those same values. If you're always striving for excellence in your work, right down to the smallest details, we might just be the perfect match for you.

Ok, you've gone for the long read. Great, because attention to detail is important.

Here goes:

This role is perfect for an experienced executive assistant, who understands the need to be process-driven, with a rock solid understanding of delivering digital marketing campaigns on time and on budget. Strong relationship management skills will also be key.

This is the ideal opportunity for a talented and highly organised EA to join an established London digital marketing agency that offers excellent career progression and prospects. We've embraced flexible working. Once you're settled in, you'll have the option to work from home 2-3 days a week, and 2-3 days in our office. We've got a south-facing studio with access to plenty of breakout space and meeting rooms, as well as free coffees, teas, soft drinks, wines and beers...

We digress. Back to the role:

First off, the important part. We always look to hire on values and culture, and are actively expanding the team in a diverse way. But a strong understanding in the following areas are needed. Don't be too concerned if you don't satisfy all of them, we have a decent training and upskilling budget too:

- Build trust with clients, suppliers and team members through constant & timely dialogue
- Fully understand what is expected of yourself and your team for each campaign
- Own and communicate schedules, keeping deadlines and milestones on track
- Manage all resources and ensure work is completed to specification and on schedule



- Organise, prepare and chair meetings, and ensure the agenda and timeframes are adhered to
- Ensure deliverables are quality assured and client-ready
- **Support our talented team to do an exceptional job**

You will play an active part in weekly team meetings, updating the team on progress and setting weekly tasks and deadlines. You will take responsibility for management of all campaigns within your accounts, and report to group meetings on campaign progress and other issues.

Your other duties will include:

- Being a first point of contact for all clients and resources
- Answering phone calls & triaging client emails
- Ensure all contractual details are in place and adhered to
- Booking meetings & rooms
- Compiling and sharing documentation
- Communicating client feedback and maintaining issues lists to ensure full completion
- Issuing POs, receiving and signing off supplier invoices, and ensuring timely payment for services

To be considered for this role, you must have the following attributes:

- Highly organised
- Critical thinking
- Process driven
- High attention to detail
- Excellent communication skills
- Delivery focussed
- A desire to understand the client's wider objectives; Who the work is for, what's the objective, what we're doing to achieve them, when and how will it be delivered

You will enjoy this role if you have strong organisational and problem solving abilities, and love to be highly creative and demonstrate a passion for online, digital, and web related work. Effective interpersonal and communication attributes are key.

You'll report to the Head of Client Success (100% friendly) and have regular contact with the senior management team (75% friendly).

You'll be working alongside senior strategists who will be responsible for the success of each campaign, and therefore the following will not be part of your remit:

- Creating proposals & pricing work
- Creating timelines
- Producing strategies & specifications
- Planning campaigns
- Resource and supplier selection



- Leading on campaigns and their core deliverables
- Liaising with client on strategy and detailed digital marketing-specific topics
- Ultimate responsibility for any campaign's success

We've done a lot of talking. Now we want to listen.

If you've read this far down, and see yourself playing a role in our story, don't wait. Apply!

Tell us about yourself, your ambitions, your hopes, your dream to change the world. Whatever ignites your passion, share it. If you've got the skills we need, that's great. If you're a strong fit and share our passion and values, then we're on to a winner.