

## **E-COMMERCE / SOCIAL MEDIA COORDINATOR**

An exciting opportunity has arisen to join one of most interesting, innovative new brands at Joseph Heler, Eatlean is special, our cheese is a high protein, low fat, low calorie cheese which has been developed specifically to help put cheese back on the menu and live a leaner, healthier lifestyle. We are a small team with big ambitions for the future.

Five years in we have made a good start towards reaching our goals and are now seen as a leader in our field. To take us to the next level, we need an enthusiastic, passionate individual to join us on our journey.

Based at our headquarters in rural Nantwich, you will be joining a friendly, open plan environment, working in our modern, purpose built offices.

The role of **Social Media/E-Commerce Coordinator** will work closely with both our UK E-Commerce Co-ordinator and Social Media Brand Executive, as well as the wider Eatlean team, to deliver a world-class customer experience for consumers buying directly from us in the EU.

As well as being available in all the major UK retailers, Eatlean is sold direct to consumer via e-commerce. With 50% of our products exported worldwide, international markets are key to our future growth. Having recently opened fulfilment sites in Spain and the Netherlands, this role is tasked with further developing our footprint in Germany and the EU.

### **Duties will include:**

- Driving traffic and sales to our European customers through digital marketing including pay per click advertising, email advertising and SEO initiatives.
- Managing our online presence on all social media platforms to grow the companies brand awareness and customer engagement
- Management of daily operations including customer order processing, stock management and liaising with our EU fulfilment partner
- Enhance both new and existing customer experience wherever possible and deal with all customer enquiries and complaints daily in a polite and timely manner via phone and email.
- Ensuring EU website is optimised for conversion and updated with regular content
- Form key relationships with influencers across social media platforms
- Monitor, track and analyse social media data and analyse competitor activity.

## Your knowledge and expertise:

- **Digital All Rounder:** Previous experience in implementing & optimising PPC campaigns (Google & Facebook advertising), developing & delivering a SEO strategy, managing social media accounts & CMS experience (working WordPress knowledge advantageous)
- **Language Skills**– we value relevant marketing experience and high enthusiasm over academics however we do need an understanding of the German language (A level standard minimum) with a willingness to learn the language on the role – we would enrol you into a language course and are happy to invest in language course/training.
- **A team player** – we are a small team and we love people who roll up their sleeves and are able to adapt in a fast-paced environment
- **A self-starter** – you need to be highly motivated with a keen eye for opportunities, and ability to manage your own time and a good problem solver
- **Organisational skills** –we need people who can juggle multiple tasks and have proven written and verbal communication skills
- **Hunger to succeed** - we need someone who sets big goals, works towards and exceeds targets, whilst always upholding quality and integrity. It is really important to us that you can push yourself outside your comfort zone.
- **Relationship building** – a natural people person, we want someone who is not afraid to pick up the phone and has a strong customer service focus

## Additional details

- We are an agile team and typically work 3 days in the office, 2 days from home
- You will be rewarded with a salary of up to £26-27k with plenty of development opportunities and interactions with different teams across the business. Access to the attractive company benefits package also included.
- You must be eligible to work in the UK

Job Types: Full-time, Permanent

Salary: £26,000.00-£27,000.00 per year

Benefits:

- Casual dress
- Company events
- Company pension
- Cycle to work scheme
- Discounted or free food

- Employee discount
- Flexible schedule
- Life insurance
- On-site parking
- Sick pay
- Wellness programmes

Schedule:

- 8 hour shift
- Holidays
- No weekends