



## **Marketing Officer**

**Full Time [37.5 hours / 5 days]**

**Permanent Contract to start ASAP**

Job Description – April 2026

Exeter Phoenix is a vibrant, fast-paced arts venue located in Exeter's city centre. Our programme spans live music, theatre, contemporary visual arts, cinema, dance, comedy, classes and workshops, talks and more, as well as providing support and development opportunities for the region's creative community. Exeter Phoenix is also a charity, and our role as a creative organisation in the community is a core part of what we do.

We are seeking a versatile individual who is confident working with different systems and managing data, as well as contributing to a busy and creative team. Excellent communications skills, an interest in delivering marketing in the arts and the ability to work flexibly and show initiative are essential in this role.

### Terms of Employment

- Salary – £26,520.00
- This is a full-time post (37.5 hours or 5 days)
- Holidays – 24 days p/a plus one day per year of service, up to 5 years.
- Responsible to: Marketing and Press Manager
- Working closely with: Design Officer, Marketing Assistant, EATS Marketing and Content Assistant & Creative Hub Coordinator

### **Employee Benefits**

- Free ticket and a +1 to a wide range of Exeter Phoenix shows and experiences
- A free daily hot drink and free soft drinks from the Exeter Phoenix Cafe Bar
- 50% off food from the Exeter Phoenix Cafe Bar
- Health Shield – Cash wellness plan after being employed for 6 months (subject to small salary sacrifice)
- Living Wage Employer

### **How To Apply**

Read the job description and person specification below, then send a completed application form with the subject line “Marketing Officer Application” to [holly.lawrence@exeterphoenix.org.uk](mailto:holly.lawrence@exeterphoenix.org.uk)

You can also email Holly for support with the application form or any questions.

**The closing date for application is Sun 10 May 2026, 11.59pm**

Interviews will take place on Wed 20 May 2026. Once you have sent in your application, please complete our equal opportunities monitoring form. This is anonymous and helps us understand who we are reaching

## **Marketing Officer: Job Description**

### **Principal Aims**

- To work with the Marketing & Press Manager and Designer to develop and implement Exeter Phoenix’s marketing plan with a specific focus on digital marketing and content creation. To be the voice of Exeter Phoenix on digital platforms, and to ensure that our standards and values are established and maintained throughout.

### **Specific Duties**

#### Content

- To manage the creation, editing and publication of content for the website and social media, under the supervision of the Marketing & Press Manager
- To produce and deliver email campaigns under the guidance of the Marketing & Press Manager using Spektrix and Dotdigital platforms
- To create any other marketing content as directed by the Marketing & Press Manager

Data

- To use the box office system and to extract, monitor and report on audience data, including for email marketing, under the supervision of the GDPR Lead
- To work with the Marketing & Press Manager to analyse and evaluate the effectiveness of marketing campaigns

Market Research & Campaigns

- To assist in conducting market research, outreach and other audience development activities as directed by the Marketing & Press Manager
- To implement specific campaigns for events and organisational initiatives. This might include Exeter Phoenix’s annual festive show, Exeter Contemporary Open, Two Short Nights Film Festival, fundraising, the Creative Hub and other festivals and projects
- To assist the Marketing & Press Manager with PR communications such as follow ups and press release drafts, when required
- To engage in communications with artists and external promoters when required

General

- To work with the wider organisation to communicate a consistent image for Exeter Phoenix, in line with the organisation’s brand guidelines
- To occasionally work outside of core hours, such as evenings (with time offered in lieu)
- To undertake any other duties as required by the organisation

**Person Specification**

E = Essential, D = Desirable

<b>Experience</b>	
At least 1 year in a marketing role	E
Experience of working in the arts or charity sector	D
<b>Skills and Knowledge</b>	
Knowledge of the arts	E
Outstanding written and verbal communication skills, including copywriting, proof-reading and editing skills	E
Excellent interpersonal and organisational skills	E
Ability to develop strong working relationships with key contacts inside and outside of the organisation	E
PC and/or Mac literate	E

Familiarity with Microsoft Office and/or Google Workspace, especially Excel/Sheets and Word/Docs	E
Experience working with WordPress or other CMS to create and manage website content	E
Working knowledge of Spektrix or other Box Office software or CRM	E
Experience using Canva and/or Adobe Suite (Photoshop, InDesign) to create and edit visual content	E
Experience using social media in a professional capacity (Facebook, Instagram, LinkedIn)	E
Understanding of GDPR principles and the importance of protecting personal data	E
<b>Personal Qualities</b>	
An interest in the arts (music, theatre, comedy, visual art, film and design)	E
Ability to work flexibly in a fast-paced environment with competing priorities	E
Willingness to show initiative and engage with tasks proactively	E
Ability to work as part of a team, as well as individually	E
Attention to detail	E
A commitment to inclusion, diversity and equal opportunities	E