



Client Community Coordinator

Department:	Content	Salary range:	£26,000 - £33,000
Reports To:	Content Director	No Direct Reports:	0
Location:	Office / Hybrid	Level:	Entry Level

About EW Group

With over 35 years' expertise, EW Group is the leading full-service diversity and inclusion consultancy. Supported by a team of more than 100 diversity specialists, our training, analysis and consultancy programmes have been delivered to more than 3,000 organisations across 80 countries with clients including Mercedes Formula 1, The Economist Group, the BBC, Dyson, adidas, Arsenal Football Club,

We are a small, dedicated team who work hard to support our clients make a difference in the context of building diversity and inclusion within their organisations.

We can promise you interesting, cutting-edge work which has real social value. We are committed to career development and support, and you will be offered the chance to be involved in all aspects of the business as we grow.

We work with companies from across the private, public and charitable sectors. We're unique in the way we custom-build our work to the challenges that each client is facing. Companies want to work with us because of our long-standing reputation for delivering innovative, creative and impactful sessions.

We are committed to best practice in Diversity, Equity and Inclusion. Black, minority ethnic and disabled candidates are particularly encouraged to apply so we have the widest pool to choose the most suitable candidate from.

More information is available here: [Home - EW Group](#).

Key Accountabilities & Responsibilities:

The Role

We are seeking an individual with a genuine interest and passion for Diversity, Equity and Inclusion, to become a key point of support for our clients and wider professional network at EW Group.





At the core of our service is brilliant client care. Your job will be to use your communication skills to build rapport with our existing clients via our client retention, client community and network channels. We want them to feel valued, and to make sure they come back to us for any further support they may need around Diversity, Equity and Inclusion.

The successful applicant will work closely with the Content Director able to build upon their existing client, customer, or community relationship experience, and passion for Diversity, Equity and Inclusion, to become a key point of support for our clients and wider professional network. This is a role to challenge and inspire the right person, with excellent prospects for growth within the company.

Experience, knowledge, skills, and competencies

Key Responsibilities:

- Co-ordination of [Inclusive Culture Pledge](#) (ICP) events – scheduling, invitations, guestlist management, content/material preparation in collaboration with subject matter experts.
- Content ideation and distribution for [The Inclusion Connection](#) (TIC). Includes copy writing and utilising resources and content to share with communities.
- Stimulation of community engagement via Inclusive Culture Pledge and The Inclusion Connection. Includes stimulating community conversation, and engagement in both channels, resource sharing and signposting upcoming events and networking opportunities.
- Innovating and collaborating with the Content Director for platform improvements.
- Proactively identifying consultancy, sales and relationship-building opportunities within client communities and assisting in developing client relationships over the long term.
- Provide general administrative support to the Client Solutions Team and Client Managers.
- Aid the Client Solutions Team and Client Managers in effective research into clients.
- Effective CRM and Hubspot management to ensure client data is up-to-date, accurate and in line with agreed reporting measures.
- Collaborating with colleagues and consultants to build your knowledge in the diversity and inclusion space.

Person Specification

- Ability to work collaboratively with colleagues and clients





- Ability to work across departments within the business
- Able to work autonomously and organise your own work with minimum supervision
- Ability to work autonomously in a fast-paced environment
- Have a genuine interest and passion for Diversity, Equity, and Inclusion
- Have the ability and experience to follow directions from multiple sources and determine priorities as needed

Essential Skills and Experience

- Strong administrative skills
- Knowledge of office applications such as Word, Excel, and PowerPoint.
- Strong written and verbal communication skills.
- Strong copywriting and content ideation skills.
- Ability to assist in developing client relationships over the long term.
- A genuine passion for diversity, equity and inclusion.

Our Behaviours

Positive
We are proactive in our approach. We always focus on good practice. We deliver with energy, style and a sense of community.

Practical
Our work is specific to each client. It is jargon-free and based on real life. It drives genuine change.

Creative
We apply 25 years of experience to engage and include people in smart new ways. We approach projects with imagination and flair.

Openness
We conduct our business transparently.

Enthusiastic
We are excited to work with our clients and take pride in identifying and meeting their needs.

Nurturing
We work with our clients rather than just for them.

Terms: We offer a flexible business model in which all types of working arrangements will be considered. The role is for 37.5 hours per week and the successful candidate is required to start as soon as possible.

Location: We operate a hybrid working model, with a minimum of two days in the office per week, splitting our time between our office in Central London





(Old Street) and home. Our clients are based around the UK and further afield so the role may require travel.

Benefits: We offer 30 days' holiday and an employer's pension contribution of up to 6% of salary. We also offer a generous well-being and benefits package for all employees upon successful completion of probation including:

- Life assurance
- Enhanced pension scheme
- Healthcare and wellbeing
- Retail discounts
- Cycle to work scheme





Client Community Coordinator

Selection Criteria

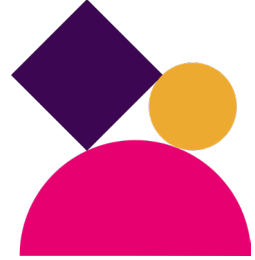
A = Application form

P = Presentation

PI = Panel interview

Heading	Selection Criteria	Assessment Method
1. Knowledge	<p>Basic understanding of DEI topics and passion for the subject matter</p> <p>Comprehension of client service-centred approach in a consultancy environment</p> <p>Business acumen and ability to think commercially</p> <p>Strong copywriting skills</p> <p>Research and ability to create written content</p>	A, P, PI
2. Technical/Administrative	<p>Strong IT/systems (Microsoft applications or equivalent) skills</p> <p>Data management and analysis skills</p> <p>Event management skills</p>	A, P, PI
3. Interpersonal and communications	<p>Excellent customer service and customer relationship skills</p> <p>Good professional spoken and written communication skills.</p>	A, P, PI





	<p>High standards of accuracy and attention to detail</p> <p>Good people skills and ability to work collaboratively with colleagues across business functions</p> <p>Ability to work with external stakeholders</p> <p>Ability to describe and present work in front of groups of stakeholders</p>	
4. Initiative and independence	<p>Ability to organise, prioritise and schedule work within an agreed set of priorities or work programme</p> <p>Ability to multi-task in a fast-paced environment</p> <p>Effective problem-solving techniques</p> <p>Proactive approach and able to use initiative to make things happen</p> <p>Committed to high standards of quality</p>	A, P, PI
5. Team working	<p>Experience of working as part of a team; briefing and working collaboratively with colleagues to deliver outcomes</p> <p>Flexible and receptive to change</p> <p>Ability to develop and maintain strong, effective and</p>	A, P, PI





	<p>professional working relationships</p> <p>Ability to influence and negotiate with colleagues with confidence and maintaining a positive and creative working relationship</p> <p>Ability to join and contribute to short term or ad hoc working groups around particular projects</p> <p>Ability to work across ad hoc or virtual teams including external stakeholders</p>	
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