

## **Customer Engagement and Marketing Officer - Elevate Training and Consultancy**

**Location: Flexible / Homeworking**

**Part Time (14.5hrs) This post would be ideal for someone looking for flexible working as it is expected that the post holder will work these hours across the week**

### **About Scottish Autism**

Scottish Autism seeks to promote and provide care, education, support and opportunities for people with autism of all ages throughout Scotland. We work tirelessly to create a world where autistic people are understood and enabled to lead meaningful, fulfilling and happy lives as valued members of the community.

A key expectation of everyone who works for Scottish Autism is that they live and breathe our values; Collaboration, Change Makers, Compassion and Contribution. Our values come into play throughout everything we do at work – how we work together, and how we deliver services to the people we support and to the people we work alongside

## About Elevate

In 2025 Scottish Autism launched Elevate with its sole mission to work closely with organisations, communities and individuals, providing the knowledge, tools and confidence they need to provide more enabling practices and environments for autistic people. At Elevate we are constantly striving to inspire meaningful change that is evidence based and informed by lived experience. This ensures that every training session we deliver, every recommendation we make is grounded in genuine understanding.

## The Role:

We are seeking a proactive and creative Customer Engagement and Marketing Officer to join our growing team and support ongoing development of our training and Consultancy services; Elevate. This role is crucial in building and maintaining relationships with customers, promoting our services and ensuring a high-quality customer experience.

The successful candidate will report to the External learning and Consultancy Lead and will drive the role out of key marketing initiatives, managing customer enquiries, and developing campaigns that will raise awareness and drive uptake of our training and consultancy services.

## Key tasks and responsibilities:

- First point of contact for all training and consultancy enquiries (by phone, email).
- Manage and process all training and consultancy bookings within the CRM Database.
- Provide support with pre- and post-event organisation, administration and management including trainer logistics where necessary.

- Responsible for keeping all contacts relating to training and consultancy up to date on the CRM Database.
- Responsible for post-training feedback from delegates, including issuing feedback questionnaires and analysing responses.
- Provide financial administration support, including processing credit card payments, requesting invoices, raising purchase orders, and chasing outstanding invoices.
- Provide administrative and logistical support to the External Learning and Consultancy Lead and wider training team including organising meetings, making travel and accommodation arrangements as required.
- Contribute to the development of a long-term marketing plan by identifying new opportunities to promote our training and consultancy service
- Activate a marketing plan that includes building brand awareness and visibility that is audience specific.
- Develop communication materials for external audiences including print material, digital communications. This includes copywriting, design and film/photography
- Manage relationships with a wide range of stakeholders including professionals, and media and autism community.
- Ensure that any communication relating to our training and consultancy service aligns to the service brand guidelines and guidelines to promote and protect the wider brand.
- Actively participate in coaching and the review process, to identify your individualised learning pathway, through a process of exploration and reflective practice.
- Other duties and tasks as may be required by the External Learning and Consultancy Lead.

## **Skills and Attributes**

- Commitment to and demonstration of our organisational values
- Excellent communication skills – written and verbal

- Excellent IT skills – proficient in the use of Microsoft Office, Canva and other digital marketing tools.
- Ability to prioritise and manage time and workloads effectively and work under pressure and meet deadlines
- Work collaboratively within a diverse team and with others across the organisation
- Flexibility
- Strong commitment to quality and attention to detail

## **Knowledge and Experience (Desirable)**

- Experience of customer engagement
- Knowledge of the training and consultancy sector
- Graphic design and content creation