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Position title

Description

ONLY APPLY IF YOU ARE:

- **HARD WORKING**
- **SELF MOTIVATED**
- **A TEAM PLAYER**
- **POSITIVE**
- **PASSIONATE**
- **A WINNER**
- **AMBITIOUS**
- **WANT A CAREER**

We only want the very best to apply to join us at Universal Web Design.

About Universal Web Design

- Universal Web Design is a multi-award-winning digital marketing company
- Our offices are based in Colchester, Essex
- There is ample parking on-site
- Over 600 clients
- Most customers are based in Essex, however some are national, international & global companies
- Universal Web Design is looking to reach **1,000 clients by November 2020**

Hiring organization



Employment Type

Full Time

Beginning of employment

Immediate

Duration of employment

Ongoing

Industry

Digital Marketing

Job Location

Unit 5, Block B, Nesfield Road, CO4 3ZL, Colchester, Essex, England


Working Hours

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- ~~web Design~~
- Web Development
- Online Shops
- Social Media Marketing
- Email Marketing
- Search Engine Optimisation
- Blog Management
- Mobile Applications
- Business Emails
- Website Hosting
- Graphic Design
- Video production

£ 30,000

[Date posted](#)

 April 17, 2020

[PDF Export](#)

 Export as PDF

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USPS

- UK Based
- All inhouse team
- Digital lounge
- Over 200+ 5 Star Reviews
- Many communication methods for customers
- 7 Business Awards
- Multi-award winning business owner
- 4 screens for every desk
- Ultra modern office space
- Great customer focused team
- Public pricing

Setup

- All equipment you will need
- All tools provided
- All systems setup
- All processes systemised
- Team to support
- Customer management systems
- Small, medium and large clients

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We Expect

- Someone who is punctual and early to work
- Presentable in Universal Web Design branded attire
- Works above and beyond expectations
- Fast and efficient
- Profitable for the business
- Ambitious to grow and learn as a person and other skill sets
- Be able to speak with customers with confidence
- A desire to look after clients
- Reliable for your colleagues and clients
- Organised for yourself, colleagues and clients
- Professional in an office environment
- Confident to call people you do not know
- Able to deal with issues if they were to arise
- Welcoming to feedback from clients, team members, managers, Directors and trainers
- Ambitious in your career and wanting to grow in your role and career
- Happy and positive throughout the day
- Hungry and eager to grow a highly profitable client base
- Very proud to be a member of the team here at UWD
- Willing to work extra hours if needed

Apply Somewhere Else If You Are

- Lazy
- Negative
- Hard to manage
- Difficult to work with
- Annoying
- Lack drive or ambition

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- A clock watcher
- Constantly checking your mobile
- Doing things you should not be doing
- Inconsiderate of others
- Poor office etiquette

Expectations

- To implement the best strategies
- To use ethical processes
- To work hard
- To work fast
- To have a can-do attitude
- To be a problem solver
- To be a solution finder
- To ensure clients are happy
- To ensure what is agreed with clients is fulfilled
- To ensure clients benefit from our services
- To ensure clients experience a good ROI
- To ensure clients understand what you are doing for them
- To communicate with clients proactively
- To educate clients as to what you do and why it is of benefit
- To have patience for clients with less knowledge
- To produce a minimum revenue of 3X your salary per month
- To build a strong and loyal customer base who will recommend UWD to people they know
- To smash targets and exceed expectations as an individual and team

General Company Benefits

- Good base salary
- Salary increases annually

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- Onsite parking
- Team trips
- Company paid for events
- Hard working office environment
- Amazing equipment, tools and systems
- Respect and appreciation from clients
- Gifts from customers
- Awards evenings
- Recognition
- Career progression

Length of Service Based Benefits

- • Annual Pay Rise
 - Your base salary will naturally increase by £1,200 each year, on the anniversary every year you are at the company. This applies for a minimum term of 5 years. Universal Web Design reserves the right for this not to be applied if you are already a high earner.
- • 5 Year Milestone
 - Letter from the CEO
 - 10% share pool of company profits
 - 10% share pool of the sale value if company is sold
 - 30 days holiday allowance
 - Pin for 5 Years Service
 - £250 Voucher
- • 10 Year Milestone
 - Letter from the CEO
 - 35 day holiday allowance
 - Classy pen inscribed with UWD
 - £500 Voucher
 - Trophy for 10 Years Service

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- Company Car Allocation (If Qualified)
- Company Mobile (If Qualified)
- Phone Headset (If Qualified).

General Company Benefits

The benefits listed below are available to all team members with immediate effect upon joining the company. Likewise, all benefits will be revoked immediately at the end of your term at the company.

- Mileage
- Uniform
- Birthday Cake And Prosecco
- Training
- Seminars
- 4 Screen PC's
- Team Meals
- Employee Of The Month
- Client Discount Offers:
 - Restaurants
 - Hair & Beauty
 - Family Planning & Protection
 - Health & Wellbeing
 - Nexus Networking Social Events
- Discounts At All Major Shops And Restaurants
- Qualifications
- Paid For Networking
- Business cards.
- Christmas Meals
- Bonuses
- Commissions
- Rewards For Goals Met
- Free Refreshments

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- Financial Advisor

Key Skills

- Being able to speak with any and all types of people
- Being highly experienced in what you do
- Proven in your abilities
- Proven in your customer management abilities
- Someone constantly wanting to learn
- Someone constantly wanting to develop themselves
- Someone constantly wanting to be the Best!
- To be able to compose professional emails
- Hold conversations
- Good phone mannerisms
- Excellent time management
- Proactiveness
- Great grammar
- Excellent spelling

General Office Tasks

- Answering the telephone
- Transferring calls
- Ensuring the kitchen is clean and tidy
- Ensuring no cups, cutlery or plates are left in the office unwashed.
- Ensuring your work station is clean, tidy, organised and presentable.

General Client Related Tasks

- Calling new customers
- Calling existing customers
- Ensuring customers are happy
- Retaining clients long term
- Attending client meetings

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- Building new websites
- Developing existing websites
- Maintaining websites
- Ensuring websites are kept up to date
- Managing website backups
- Creating email accounts
- Setting up PCs
- Managing internal tickets
- Completing client tickets
- Creating plugins
- Developing plugins
- Creating themes
- Developing themes
- Running website audits
- Running marketing audits
- Installing Google Analytics
- Installing Facebook Pixels
- Gaining Google Qualifications
- Getting team members Google Qualified
- Completing Google Tests
- Setting Up Goals within Google Analytics
- Tracking Goals within Google Analytics
- Conversion Rate Optimisation
- Creating mobile apps
- Managing mobile apps
- Being able to assess and report to clients
- Creating conversions within Google Analytics
- Creating conversions within Google Adwords
- Tracking conversions within Google Analytics
- Tracking conversions within Google Adwords
- Tracking conversions within Facebook
- Tracking conversions within Instagram
- Tracking conversions within LinkedIn
- Google Places management

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- A vs B testing
- Creating landing pages designed for conversion
- Producing excellent results
- To look after the customer at all times
- To react to client requests quickly
- To support team members
- To support the sales team with reports
- To support the sales team if needed with information
- To support the sales team if needed in meetings
- To support the sales team with good prospects to approach
- Keep record of all works carried out
- Manage your time effectively using a default diary
- To keep all spreadsheets up to date
- To work hard on all client accounts
- Set repeat tasks to avoid ever forgetting what needs doing

Platform Knowledge

- Expert Knowledge in WordPress
- Expert Knowledge in Magento
- Expert Knowledge in Drupal
- Expert Knowledge in Concrete5
- Expert Knowledge in Laravel
- Expert Knowledge in Joomla

Coding Knowledge

- Expert Knowledge in HTML
- Expert Knowledge in CSS
- Expert Knowledge in PHP
- Expert Knowledge in JavaScript
- Expert Knowledge in MySQL
- Expert Knowledge in PHPMyAdmin

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- Monday to Friday = 8am to 6pm
 - To be at the office no later than 7.45am
- Saturday and Sunday = Days Off
 - The office is however open 247 / 365 days per year

General Qualifications Needed

- English Language = B+
- English Literature = B+
- Mathematics = B+
- Science = B+
- IT = B+

Specialist Qualifications Preferred

- Google Adwords Certification
- Google Analytics Qualified
- Google Marketing Platform Certified
- YouTube Qualified
- Waze Academy
- Google Digital Garage Qualified

Customer Service Skills

- Excellent at customer service
- Being able to speak multiple languages (Preferred)
- Do whatever it takes to meet deadlines
- Work evenings and weekends if deadlines are missed. Clients cannot be let down
- Ensure all team members look after customers, answer calls quickly and return emails swiftly

Past Experience

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- A minimum of 10 years of experience using the latest technologies

Salary

- £30,000 per annum
- Plus 10% profit share following 5 years of service

References

- References from previous employers
- The contact details of any past employer

Web Design

- Brochure Websites
- Advanced Websites
- Online Shops
- Estate Agency Websites
- Car Dealerships Websites
- Takeaway System Websites
- Dating Websites
- Website Management

Website Services

- Website Maintenance
- Website Development
- Website Hosting
- Website Backups
- Website Uptime
- Website Addresses
- Website Security

Online Marketing Graphic Design

- Social Media Management
- Email Marketing
- Blog Management
- A4 Flyer
- Banner Design
- Brochure Design

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Read more

- SMS Marketing
- Video Production
- Consultancy
- Logo Design
- Menu Design
- Poster Design

Mobile AppsIP Solutions

- Brochure App
- Bespoke App
- Estate Agency App
- Shopping App
- Takeaway App
- Membership App
- Dating App
- Quiz App
- VOIP Telephones
- VOIP Numbers
- VOIP Headsets
- VOIP Dashboards
- IP CCTV

Video ProductionClient Area

- Corporate Videos
- Whiteboard Videos
- Animated Videos
- TV Presenters
- Script Writing
- Story Boarding
- Actors & Actresses
- Models
- Login
- Register
- Forgot Password
- Guides
- Announcements
- Submit Ticket

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