

Company: EmuBands Ltd
Department: Artist Relations & Marketing
Reports to: Head of Artist Relations & Marketing

Location: Glasgow/Hybrid (3 days per week in office)
Status: Full-time, permanent
Salary: £22,109 (rising to £31,441 with experience)

Application Deadline: 15/10/2023
Start date: Flexible, but ASAP

The Role:

You'll be the first point of contact within the company for existing and prospective customers. Our customers are artists, labels, managers, and brands who utilise our services to distribute, monetise and market their music online. You will use a variety of different channels to provide excellent customer support specifically relating to our digital music distribution services. You will be expected to provide advice regarding the wider music industry to our customers, as well as providing release strategy advice. In addition to the customer support role, you will perform a series of tasks to support the marketing objectives of the company, and your assigned artist & labels.

Primary Responsibilities:

- Provide excellent support & advice to self-releasing musicians and record labels, on issues relating specifically to digital music distribution as well as the wider music industry, via e-mail, phone & live chat.
- Marketing tasks to support artists & labels: Pitch releases to DSPs, creation of smart links, provide strategy advice, help with verification requests, etc.
- Marketing tasks to support EmuBands. For example: newsletter marketing, direct email marketing, social media posts, preliminary calls, occasional presentations at industry events (training provided).
- Collect feedback from customers and report any feature requests to technical team.
- Various administrative tasks to support the Head of Artist Relations & Marketing.
- Contribute to the development and maintenance of customer knowledge base.

The Benefits:

You'll be working with a fantastic, sociable group of individuals with experience from all areas of the industry and will be provided with support and training in a breadth of subjects. We actively encourage staff to develop their interests and offer a great deal of scope for further personal and career development within this. We also promote from within, so there would be the opportunity to move up as your experience grows.

EmuBands offer a wide range of support to employees including flexible working, coaching/mentoring options, as well as good holiday allowance and pension.

The Person:

- Broad understanding of the music industry, actively involved in the recorded music industry.
- Be aware of current music industry issues and maintain an up-to-date knowledge of such.
- Have strong teamwork, interpersonal and communication skills (both written and verbal).
- Be highly organised, articulate, and pay close attention to detail.
- An understanding of DSPs and the digital streaming landscape.
- Be able to work under own initiative and perform a varying nature of tasks efficiently and effectively.
- Have at least basic knowledge of Microsoft Office, G Suite, Social Media platforms (Instagram, TikTok, Twitter, Facebook, LinkedIn).

Although not necessary, we would also love it if you had:

- A second language.
- Experienced in managing social media.
- Past involvement in releasing music and/or developing release strategies, preferably at an independent distributor or label.
- An understanding of DSP portals like Spotify for Artists, Apple Music for Artists, Amazon Music for Artists, etc.
- Experience with pitching music to DSP editors.
- Knowledge of (any or all): music publishing, digital supply chains, YouTube Content ID.

To Apply or for further information, please visit: bit.ly/emubandsjob

We are an equal opportunities employer and welcome applications from any suitably qualified persons regardless of age, disability, gender, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex and/or sexual orientation.