



You ready to be our new

## Campaign Manager, UK

Let's discuss why you should join our Vamp world.

### Why join the Vamp fam?

We are building the future of Influencer marketing globally! In just six years, we've grown to seven offices globally, built an invite-only network of 45,000+ creatives/influencers generating 100,000's of content with 10's millions of dollars running through our platform from some of the world's largest brands. Deloitte has recognised us among the [fastest-growing companies](#) in Australia and all of Asia Pacific for four years running.

### What is our mission?

We're building a single global platform to connect, create, manage, and report on your influencer campaigns for Instagram, YouTube, TikTok for Brands, Agencies, Influencers, and Talent Managers.

This is a chance to make a massive impact as part of a small, agile team. You'll work to support new and existing Vamp platform customers, as well as our global community of creators ensuring efficient and accurate use of the Vamp platform and app to achieve incredible social content.

Within the Product division, we are passionate about four things;

- Empowering users to effectively use our products to achieve quality branded content
- Constant improvement to ensure we are creating the best product and experience in the market
- Solving problems and creating efficiencies through automation
- Creating a globally recognised tech startup.

The team is small and lean, with each team member contributing to the success of the business. There are no middlemen or committees to deal with; execution is more important than anything.

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## We'll take you to the next level

We want to make sure you're successful from day one, taking you to the next level by;

- Having a meaningful impact on the direction and future of the company while we are still small (~60 people). We're looking for thinkers and doers.
- An awesome office in the heart of London. Between Shoreditch and Old Street. (with flexible work – esp. during COVID).
- Work closely with a deeply experienced and talented team to support some of the world's largest companies.
- See the meaningful impact our solution brings to both customers and creators (check out the customers that [love us!](#)).

## Role Description.

To be successful in this role, you'll become an expert across our product offering, effectively onboarding new customers, educating users on platform best practices, and answering client queries through our help desk. The Campaign Manager works closely with our sales and product team, to ensure the ultimate customer experience is achieved.

While no two days are the same, your key responsibilities will be:

- Becoming an expert in Vamp's platform, and educating customers on how to effectively use it.
- Moderate customer briefs to ensure they meet our standards and attract applicants.
- Monitor campaigns from checking creator opt-ins to timelines and content submission.
- Monitor self-serve customer progress and help customers progress through the platform.
- Liaise with creators on the Vamp platform via our 1:1 chat.
- Discover creators for campaigns, and onboard them to Vamp.
- React to campaign issues and work to resolve them in a timely manner.
- Capture user (creator or customer) feedback and submit feedback and requests about the product via Zendesk.
- Work with the product team on pilots to test new features and processes to help inform improvements to our platform.

## Qualifications and Attributes.

- 1+ years experience in a Software or SaaS business
- Excellent written and verbal communication skills

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- Strong listening and presentation skills
- Problem-solving ability
- Highly organised and punctual
- Ability to multitask, prioritise, and manage time effectively
- Knowledge and interest in tech, social media, and influencer marketing

**Our team culture.**

It's important that our team culture fits you - and provides a ground for growth, challenge, and satisfaction.

- Are you passionate about supporting customers?
- Do you welcome changes and adapt easily?
- Do you continually look at the current team processes and see ways to improve them?
- Are you looking for a place where you can learn and develop your professional skills?
- Are you seeking somewhere you can bring your whole self to work?

If you answer yes to these questions, we'd be thrilled to meet with you.