MARKETING AND COMMUNICATIONS JOB REQUEST GUIDE

Fundraising, Marketing and Communications

Requirement for Marketing and Comms service defined at service or Dept

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Customer completes job request form online at:
wearenugent.org/internal-marketing-request-form/
All requests must include correct, proofed and approved content (text images, video etc.)

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Marketing team will assess request and propose a schedule and deadlines within SLA timeframes*
(schedule includes design, proof/amends x 2 and delivery/printing/finishing)

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Customer confirms schedule and agrees to deadlines

Once schedule is signed off the process will be as follows:

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First proof provided within 5 working days

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Proof approved

NO

Customer provides amends within 5 working days

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Sceond proof provided within 5 working days

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Customer signs off within 5 working days

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Delivery date confirmed

YES

Customer signs off within 5 working days

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Delivery date confirmed

Time frames:

Maximum priority: 0-1 Hour (during regulatory Inspection only)
High Priority: 0-8 hours (during business hours)
Medium priority: Within 48 hours
Low priority : Within 5 working days