

Position Profile – Client Operations Executive

Title	Client Operations Executive
Purpose	As Client Operations Executive you will provide analytical and administrative support to the team members. The role encompasses supporting the broad range of activities that the team are required to do to deliver trade sales and marketing plans for our clients.
Reports to	Brand Manager
Direct Reports	None
Key Areas of Responsibility	<ul style="list-style-type: none"> • You will analyse and process sales data to produce detailed reports for client sales presentations, monthly forecasting and budgeting processes. • You will coordinate and prepare client presentations to ensure they are accurate, robust and professional and completed within the required deadline. • You will be responsible for checking and logging invoices, tracking trade marketing budgets, monthly reconciliation with Finance, A&P accrual tracking and internal and client budget reporting. • You will carry out desk research as instructed by the Brand Manager to gather competitor/market intelligence to help the team develop trade marketing plans. • You will work under the direction of the Brand Manager to help reach client trade sales and marketing objectives. • You will ensure the product information database (PROMS) is up to date and maintained e.g. package dimensions, sales information and product codes. • You will provide copy checking, fact checking and formatting assistance for the creation of trade marketing materials, e.g. brochures, point of sale and other promotional materials. • You will compile and maintain a stock of product samples and arrange to have them sent to retailers, colleagues and agencies as required. • You will create and manage a bank of brand assets, to be used in trade marketing materials. • You will liaise with the supply chain in order to manage out of stocks, short dated stock and clearance lines. • You will compile and create new line form information for new products and new listings to ensure new products are launched smoothly. • You will assist with Pharmacy sales presentation development to ensure accurate and timely implementation of sales drive plans. • You will be responsible for arranging client meetings on behalf of the team as well as attending in order to take, compile and distribute minutes. • You will be required to carry out any other reasonable task in relation to the overall job, as required.
Professional Competencies	<p>Career Experience</p> <ul style="list-style-type: none"> • Previous experience of working in a busy office environment in a similar role is essential • Previous experience of daily data entry and analysis using Excel is essential • Previous experience of copy checking is preferred • Previous experience of carrying out desk research is preferred • Previous experience of budgeting and invoicing is preferred

	<p>Qualifications</p> <ul style="list-style-type: none"> • Good standard of general education including GCSE Maths and English at grade C(4) or above is essential • Educated to A-Level standard (or equivalent) is desirable • Excel intermediate or advanced qualification is desirable <p>Required Skills</p> <ul style="list-style-type: none"> • The ability to use Excel to at least an intermediate level (including pivot tables, VLOOKUPS and formulas) in order to analyse data, gather insight and produce detailed financial reports for the client. • The ability to use PowerPoint to an intermediate level in order to create engaging and professional presentations for the client and sales team. • The ability to use Word to intermediate level in order to produce client communications, minutes of client meetings and letters to the trade. • The ability to utilise the company’s sales database in order to draw out and analyse information in order to produce regular reports and presentations for clients. • The ability to communicate effectively with colleagues, client and agency contacts at all levels. • The ability to use own initiative and work autonomously in order to prioritise and manage your own responsibilities. • Excellent attention to detail to ensure that work is completed accurately, professionally and within agreed timescales. • The ability to proactively identify problems and find appropriate solutions. 	
<p>Ceuta Group Core 6 Behavioural Competencies</p>	<p>Effective Communication – 2 Effective at putting across their point, clearly and concisely in an individual or group environment</p> <p>Listens carefully to colleagues and clients, checking interpretation is correct to avoid misunderstandings</p> <p>Delivers concise and accurate communication, both orally and in written form</p> <p>Comprehends written, oral & directional information and takes appropriate action</p> <p>Consistently uses the correct platforms of communication for any situation</p> <p>Can combine and present information from various sources in a concise and consistent manner</p>	<p>Client Focussed – 2 Can communicate a clear understanding of the client/customers’ needs</p> <p>Adapts their own behaviours in order to positively impact client/customer satisfaction</p> <p>Focuses activities to drive timely and high quality information and feedback to client/customer</p> <p>Prioritises client/ customer issues and addresses them accordingly</p> <p>Ensures consistency of service at all times</p> <p>Follows up after delivery of service to ensure client/customer needs have been met</p> <p>Consistently makes decisions focused on client/customer needs</p> <p>Takes pride in delivering a high quality of service at all times</p>
	<p>People Driven – 2 Works to create a culture of openness and trust with colleagues to deliver team goals</p> <p>Strives to consistently support colleagues, over and above own role, to ensure a</p>	<p>Drives Performance & Efficiency – 2 Demonstrates the ability to challenge existing practices in order to become more effective</p> <p>Needs minimal supervision to deliver high quality solution focused outcomes</p>

	<p>collaborative and supportive working environment</p> <p>Is willing to learn from mistakes and is able to build on others suggestions avoiding defensive behaviours</p> <p>Establishes good working relationships internally and externally through positive engagement and listening</p> <p>Fosters two-way trust when dealing with contacts to develop and maintain strong relationships</p> <p>Demonstrates initiative in professional self-development outside area of responsibilities</p> <p>Actively seeks feedback from a wide range of people to enhance team effectiveness</p>	<p>Remains focused when challenged with competing demands</p> <p>Generates results by acting in a focused way and within deadlines, and finds ways to go around obstacles with minimum guidance</p> <p>Considers the impact of own actions on achieving results</p> <p>Understands that all actions have a cost and choose the most effective way to do something in a resource-efficient way</p> <p>Examines and takes ownership of own effectiveness and makes adjustments if necessary to improve their performance</p>
	<p>Supports & Embraces Change – 2 Contributes positively to the change process by putting aside preconceptions</p> <p>Understands the bigger picture and accepts change in support of business needs</p> <p>Performs the job in-line with implemented changes and actively supports new ways of operating</p> <p>Recognises the impact of change on others and supports them through it</p> <p>Takes initiative to suggest ideas for improvement and positively shares feedback with others</p> <p>Seeks out ideas for continuous improvement</p>	<p>Grows the Business – 2 Can examine complex data and gather further information when necessary to make accurate, fact based decisions</p> <p>Keeps up to date with a broad set of issues relating to the work of their team or department</p> <p>Can identify potential problems and provide effective solutions</p> <p>Focuses on the overall goal and intent of what they are trying to achieve, not just the task</p> <p>Has ability to look ahead and take appropriate action to improve performance, without relying on direction from others</p> <p>Takes an active interest in expanding their knowledge of areas related to their own role</p>