

Position Profile – Operations Executive

Title	Operations Executive
Purpose	You will be responsible for providing administrative support for the relevant sales and client management teams.
Reports to	Client Manager with dotted line in to National Account Manager
Direct Reports	None
Key Areas of Responsibility	<ul style="list-style-type: none"> • You will provide on-going office support for Ceuta sales and client management teams <p>SALES</p> <ul style="list-style-type: none"> • To provide sales teams with impactful presentations and information documents displaying Ceuta brand portfolio. • To assist the sales teams with administrative tasks such as completion of new line forms, promotional proposals and ad hoc trade enquiries. • To complete store audits and feedback relevant information to sales and client managers. <p>CLIENT</p> <ul style="list-style-type: none"> • You will assist with providing sales numbers and forecasts for various clients and produce weekly and monthly sales reports. • To be responsible for trade information exchange systems such as Brand Bank and Retailer EPOS systems. • To be responsible for in house sales reporting (e.g. Ceuta analytics). <p>OTHER</p> <ul style="list-style-type: none"> • To assist senior management throughout all commercial teams with ad-hoc administrative support. This will include client manager support. • To accompany client managers and sales managers in external meetings where required. • You will attend either client or sales team meetings as required as well as assisting with meeting presentations and taking minutes. • You will coordinate materials including point of sale and samples for clients, customers and organising trade shows. • 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 Administration experience in a busy office environment is essential (preferably in a similar role). ○ Demonstrable experience in a Client & customer-facing role is essential. ○ Previous experience of utilising multiple finance systems in day-to-day work. <p>Qualifications</p> <ul style="list-style-type: none"> ○ Educated to A Level standards or above including a good general standard of Maths and English. <p>Required Skills</p> <ul style="list-style-type: none"> ○ The ability to effectively manage customer/client queries and complaints in order to find solutions. ○ The ability to use PowerPoint to an intermediate level in order to produce engaging and impactful presentations for the sales team and external client reviews. ○ The ability to use Excel to an advanced level in order to analyse sales performance data and produce reports for the sales team and external clients/customers.

	<ul style="list-style-type: none"> ○ The ability to proactively anticipate issues and solve them in a timely manner by investigating as appropriate and liaising with internal and external stakeholders. ○ The ability to autonomously manage and prioritise your own workload in order to ensure accuracy, attention to detail and that deadlines are met as agreed. ○ The ability to develop and maintain relevant and current knowledge of the industry. ○ The ability to communicate effectively with internal colleagues and external clients, customers and suppliers. 	
<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 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>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>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>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>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>