

Position Profile – Convenience Operations & Telesales Executive

Title	Convenience Operations & Telesales Executive
Purpose	<p>You will be responsible for providing administrative support for the Convenience Team, including Health Food.</p> <p>You will also manage a number of Tele Sales Convenience customers.</p> <p>Adhoc support for the client management team may also be required from time to time.</p>
Reports to	Convenience Controller
Direct Reports	None
Key Areas of Responsibility	<p>Sales support:</p> <ul style="list-style-type: none"> • You will provide on-going office support for the sales teams and will be the first responder for sales enquiries. • To provide sales teams with impactful presentations and information documents displaying Ceuta brand portfolio. • You will work closely with the Convenience Health Food account managers, providing the administration support for annual plans, arranging team meeting, creating adverts and monitoring trade spend. • To assist the sales teams with administrative tasks such as completion of new line forms, promotional proposals and ad hoc trade enquiries. • To send out weekly communication documents to the sales team • To work at trade shows within the channel • You will coordinate materials including point of sale and samples for clients, customers and organising trade shows. <p>Telesales:</p> <ul style="list-style-type: none"> • You will be allocated a number of channel account who you will contact regularly in order to <ul style="list-style-type: none"> ○ Sell in NPD and new listing opportunities and gain new orders ○ Obtain repeat orders for SKUs already listed ○ Advise of brand developments ○ Sell in Unitas, CDG etc promotions • You will be assigned new account leads and be required to make contact and scope out feasibility of setting up as a direct customer. • To drive sales through your accounts in line with company and client specific targets <p>Others</p> <ul style="list-style-type: none"> • You will attend either client or sales team meetings as required as well as assisting with meeting presentations and taking 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 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. ○ Previous tele-sales or direct customer experience preferred but not essential <p>Qualifications</p>

	<ul style="list-style-type: none"> ○ Educated to A Level standard or above including a good general standard of Maths and English. <p>Required Skills</p> <ul style="list-style-type: none"> ○ The ability to manage customer/client queries and complaints in order to find solutions. ○ The ability to convince customers to place orders through selling techniques ○ 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. ○ 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 customer and clients.</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>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>Is willing to learn from mistakes and is able to build on 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>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</p> <p>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</p> <p>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>