

## Position Profile – Client Operations Assistant

<b>Title</b>	Client Operations Assistant
<b>Purpose</b>	You will be responsible for providing analytical and administrative support within the client management team.
<b>Reports to</b>	Senior Client Manager
<b>Direct Reports</b>	None
<b>Key Areas of Responsibility</b>	<ul style="list-style-type: none"> <li>• Update and maintain Client systems with all relevant information as required: <ul style="list-style-type: none"> <li>- Annual promotional plans and events</li> <li>- Invoice tracking, approvals and linking to events in system</li> </ul> </li> <li>• Process and document all trade invoices ensuring that they are approved and meet client standards.</li> <li>• Help resolve any invoice disputes working with the Sales and Finance teams</li> <li>• Provide sales numbers and forecasts and produce weekly and monthly sales reports.</li> <li>• Weekly EPOS reporting and analysis, overlaying promotional plans and year on year comparisons.</li> <li>• Assist with the management of P&amp;L spreadsheets, monitoring Ceuta profitability by SKU and account. Analysis of profitability trends and implementation of measures to correct and maximise ROI.</li> <li>• Coordinate materials including point of sale and samples for clients, customers and organising trade shows.</li> <li>• Attend meetings as required as well as assisting with meeting presentations and taking minutes.</li> <li>• To carry out any other reasonable task or tasks in connection with the job function, as requested by the Senior Client Manager</li> <li>• Work closely with Inventory Controllers to ensure we have sufficient stock and work with NAMs to allocate stocks if there are shortages</li> </ul>
<b>Professional Competencies</b>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Some form of business skills training would be preferable including writing letters, emails and ability to talk confidently on the phone</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Educated to A-level standard or equivalent</li> <li>• Good standard of general education, including Maths and English</li> </ul> <p><b>Required Skills</b></p> <ul style="list-style-type: none"> <li>• A methodical approach and an eye for detail in order to track spend, invoices and sales data to ensure accuracy in our reporting to the client.</li> <li>• The ability to use excel to an intermediate level in order to interpret sales data and recognise trends and discrepancies. The ability to investigate reasons for changes in data and understand the impact on the wider business.</li> <li>• The ability to use Power Point to an intermediate level in order to help create compelling presentations for both customers and clients.</li> <li>• The ability to use initiative and work autonomously in order to manage your own responsibilities ensuring that work is completed within set deadlines.</li> <li>• The ability to proactively anticipate issues and solve them in a timely manner by investigating as appropriate and liaising with internal and external stakeholders.</li> <li>• The ability to communicate effectively with internal colleagues and external clients, customers and suppliers.</li> </ul>

<p><b>Ceuta Group Core 6 Behavioural Competencies</b></p>	<p><b>Effective Communication - 2</b> 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 &amp; 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><b>Client Focussed - 1</b> Asks probing and insightful questions to understand client/customer needs and expectations</p> <p>Asks questions to understand how his/her role can positively impact the client/customer</p> <p>Delivers on commitments to clients/customers</p> <p>Reacts and responds to clients/customers in a professional and timely manner</p> <p>Works collaboratively with all clients/customers to create win-win relationships</p> <p>Clearly demonstrates that client/customer perspectives are valued</p> <p>Responds quickly and respectfully to client/customer feedback</p>
	<p><b>People Driven – 2</b> 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>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><b>Drives Performance &amp; Efficiency – 1</b> Can work productively using own initiative</p> <p>Has a “can-do attitude”</p> <p>Is consistent in delivering positive outcomes and driving issues to closure</p> <p>Takes opportunities to improve and develop personal performance</p> <p>Checks for accuracy, aims to get things right first time</p> <p>Recognises sub-standard work and takes corrective action</p> <p>Comes up with new ways of looking at problems, processes or solutions</p> <p>Promptly and efficiently completes work assignments and tasks</p>

	<p><b>Supports &amp; Embraces Change – 1</b>          Readily learns and utilises new tools and processes as and when introduced</p> <p>Is open to new ideas and listens to other people’s point of view objectively</p> <p>Co-operates with and is open to the possibilities of change and considers ways to implement and adapt to change in their own role</p> <p>Provides cover for colleagues when needed</p> <p>Is constructive when raising any issues to managers about implemented changes and the impact these are having</p> <p>Reviews working practices and comes up with ideas to improve the way things are completed</p>	<p><b>Grows the Business – 1</b>          Gathers information from a range of relevant sources inside and outside their department to inform them in their role</p> <p>Understands what is required of them in their role and how this contributes to team and department priorities</p> <p>Undertakes appropriate analysis to support decisions and recommendations</p> <p>Uses data and/or past experiences to suggest solutions to problems</p> <p>Thinks through the implications of their own decisions before confirming how to approach a problem/issue</p> <p>Considers how their own role links and impacts on colleagues</p>
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