

CLIENT SERVICES EXECUTIVE

KEY PURPOSE OF ROLE:

Working within the Client Services Team, this integral and varied role requires the successful applicant to provide delivery support on client projects to high standards of excellence. To provide administrative support for client and team projects. To be the primary contact for all programme participant queries and responsible for any associated tracking tools. To contribute in generating ideas and solutions that will enhance the development of the client programme.

Principal Responsibilities:

- To play a key support role in the delivery of client projects, including client liaison, contact with internal resource departments and external suppliers
- Managing programme inboxes within the agreed programme Service Level Contract/Agreements
- To be the day to day participant contact for all participant queries either via phone or email and maintain associated logs
- To support and to deliver communication plans either by developing the plan, copy writing the communications, proof reading, editing and sending the communication via the email reaction system and SMS text
- Responsible for the management of website content for the programme through a content management system
- Responsible for maintenance of the database(s) – adding and removing participants, keeping all data up to date
- Overall responsibility for the management of programme data from client liaison to determining the format and frequency of data, including the receipt, formatting and importing of the data into the programme system
- Assisting with the creation of the design briefs and briefing the internal creative department where appropriate
- Creating the project change orders for small projects, briefing the technical department and testing the systems once developed alongside the CSM
- To contribute to the management of financial aspects of client projects, including using the financial system (Maconomy) to set up jobs, programme bespoke invoice templates, budgets, costs and time, maintain budgets, raise purchase orders and draft invoices
- To manage the administration and smooth running of client jobs, including generation of reports, management of client and participant communication including contact reports, status reports and maintaining electronic and paper (if applicable) files up-to-date
- To own responsibility for contributing towards a team GP target by ensuring timesheets and budgets are up to date and all work is quoted and approved by the client before commencement of any work
- Setting up of campaigns and promotions, updating promotions and setting up of reports
- Assisting with workload in the team if there is capacity. Working across specialist departments in the delivery of client projects

Principal Working Relationships (Internal & External)

Customers:

- A point of contact for all clients and participants with 20% - 30% of your time to be directly client-facing or telephone based

Experience:

- Experience in an agency environment or client-side experience in similar role
- Significant task management experience, including responsibility for meeting deadlines, reporting on progress, administrative support
- Some exposure to any or all of BI's services, either client or agency-side (performance improvement, marketing communications, PR, event management)
- Competent with administrative tasks
- Experience in working in a fast moving environment

Skills:

- Excellent interpersonal skills, able to build positive relationships at all levels and with all types of people
- Good communication skills – verbal and written – with clarity of expression
- Experience in working with technology and systems i.e. websites
- Commercial outlook
- Passion for quality
- Excellent time management and task management skills
- Good knowledge of Maconomy
- Excellent IT literacy, including good knowledge of MS Word, PowerPoint, Excel and MS Access
- Experience of working with data