

DATA SERVICES EXECUTIVE JOB DESCRIPTION & PERSON SPECIFICATION

NAME:

COMPANY: BI WORLDWIDE
DEPARTMENT: Technology Solutions Group
REPORTS TO: Data Services Manager

KEY PURPOSE OF THE ROLE:

Working within the Technology Services Group, this role requires the successful applicant, to manage Client data processes that support the delivery of Client projects, including configuration of promotions, participant data, and participant database(s).

You will also be responsible for working closely with the Data Services Senior Executive, Data Service Manager and the TSG to support the improvement of existing processes as well as supporting the creation of new processes, while processing high volumes of complex participant data for our Client's web based programmes.

Principal Responsibilities:

- To be hands on in the delivery of multiple Client projects through importing and checking of client data;
- Supporting with the management of programme data and the ongoing maintenance of the participant databases(s);
- Supporting new data management processes while working closely with the Technology Solutions Group and the Client Service Team;
- Data processing to include data manipulation, formatting and importing;
- Supporting manual and automated imports of data into programme database(s);
- Supporting and maintaining data schedules;
- Campaign set up and configuration;
- Support in the analysis of programme data and creation of website statistics;
- Working with the Data management team, the Technology Solutions Group and the Client Service Team to identify and rectify bugs and troubleshoot import errors.

Resources Accountable For:

People:

- No line management responsibility.
- Assist with workload in the team if there is capacity.
- Lateral responsibility for working well with other specialist departments, in the support of client projects;
- Close working relationship required with the Technology Solutions Group and the Client Service Team in delivering outstanding service to Participants and Clients.

Budget:

- None

Principal Working Relationships (Internal & External)

Customers:

- None

Internal Customers:

- Developing positive relationships across a number of internal departments i.e. Client Services Team, Network Services Group, Creative, Finance, HR as well as your team within the Technology Services Group
- Create inspiring and positive working relationships with all Associates
- Attending best practice sessions to identify new ideas and processes to improve the programme

PERSONAL SPECIFICATION:

Essential Skills & Experience:

Experience:

- Previous experience working in an Office environment
- Proven ability to work with large volumes of data to include data manipulation, including exporting and importing data into databases
- Project management experience, including responsibility for meeting deadlines and working on multiple projects at any one time
- Experience in working in a fast moving environment

Skills:

- Experience in working with technology and systems i.e. websites
- Methodical and articulate with strong attention to detail
- Excellent IT literacy, including extensive previous use of MS Excel and Access
- Proven use of other MS packages including Excel, Outlook and Word
- 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
- Commercial outlook
- Passion for quality
- Excellent time management and task management skills

This job description is subject to review and is not intended to be rigid or inflexible, but should be regarded as providing guidelines within which an individual works.

Other duties within the skills and capabilities of an individual may be assigned from time to time.

Associate

Line Manager

Date