

Client Services Executive

Job Description & Person Specification

Name:

Department Or Team: Employee Programmes

Reports To: Senior Client Services Manager

Objectives of Role:

Working within the Employee Programmes team, this role:

- Supports the delivery of client programmes and projects to a high standard.
- Provides administrative support for client and team projects.
- Manages the administration and smooth running of client programmes.
- Contributes to the generation of ideas and solutions that will enhance client programmes.

Responsibilities:

To include, but not be limited to, the following:

- To play a key support role in the delivery of client programmes, including client liaison, contact with internal resource departments (both within the UK office and with other BIW global offices) and external suppliers.
- To manage the administration and smooth running of client programmes, including generation of reports, management of client and participant communication and maintaining electronic process guides and trackers.
- Supporting with programme inboxes within the agreed programme Service Level Agreements.
- To support the Client Services Manager to deliver communication plans by assisting with developing the plan, and by being responsible for sending the communications via the email reaction system.
- Responsible for maintaining tactical promotions including trackers, documentation, platform configuration and any file loads.
- Assisting with the creation of the design briefs and briefing the internal creative department where appropriate.
- Contributing to development projects including platform configuration, assisting with UAT and any communication plans.
- Responsible for platform configuration and updates including the setup of promotions, reports and website content.
- To contribute to the management of financial aspects of client projects, including managing translation quotes.
- To own responsibility for contributing towards a team GP target by ensuring timesheets are up to date.
- Assisting with workload in the team if there is capacity. Working across specialist departments in the delivery of client projects.

This job description 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.

Person Specification:

The experience, skills, and personal attributes required of the job holder include, but are not limited to:

- 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.
- 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.
- Experience of working with data

The relative importance of these requirements will vary, particularly in relation to the client, account, programme, or event to which the job holder is assigned.

Last Reviewed: April 2025