

OPERATIONS ASSISTANT – REWARDS

NAME:

COMPANY:

BI WORLDWIDE

DEPARTMENT OR TEAM:

Finance

REPORTS TO:

Objectives of the Role:

Working within the Rewards Operations Team, this position is responsible for supporting all clients that interact with the BIW EMEA Marketplace through the management for the operational tasks to a high standard of excellence, while maximising revenue and profit for the company, and ensuring client retention and satisfaction. You will be a key point of contact for the BIW Teams around the world, client stakeholders within EMEA and internal support teams within the BIW EMEA office. You will support the on-boarding, configuration and ongoing management of programmes whilst utilising your project management, financial, multitasking and internal/external client management skills.

While undertaking this role you will be required to have an overall awareness of the team's Principal Responsibilities while becoming the specialist for those that have been assigned to you.

Responsibilities:

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

- Presentation of the EMEA Marketplace.
 - Configuration and maintenance of Reward campaigns, Products, Suppliers, Banners and all associated data, including close liaison with the Finance department to ensure correct pricing, trouble shooting issues and ensuring quality.
 - Follow, challenge, document and communicate strong processes to ensure data integrity is preserved whilst also maintaining the required flexibility that is needed within an agency environment, including but not limited to data import checking.
 - Compile, analyse and interpret data to assist with the provision of management information.
 - Support technical development of the Rewards System.
 - Support on internal projects.
- Service and Aftercare
 - Representing BIW to client stakeholders across EMEA for a diverse client portfolio.
 - Supporting the on-boarding of new clients assigned to your portfolio.
 - Working closely with the technical and customer service departments around the world, troubleshooting system errors and escalations impacting participants experience.
 - Compiling clear and concise summaries and solution reports for both internal and external use. Sharing the learnings from each escalation in the interest of continuous improvement.

- Communications
 - Support the delivery of communications and reporting to the EMEA participants and key stakeholders.
 - Focus on driving redemptions made on BIW's Marketplace alongside Supplier Management Team.
 - Preparing reporting on redemption behaviour
 - Working closely with the Supplier Management Team to establish communication opportunities
- Controls and Finance
 - Working closely with the finance department to manage all financial aspects of the Rewards Operation's client portfolio and product pricing.
 - Reconciling cost allocations and working with the Finance Team to solve any issues.

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:

- Project management experience, including responsibility for meeting deadlines, reporting on progress
- Experience of working with technology and systems i.e. websites or ecommerce platforms
- Experience of working with and analysing data
- Excellent IT literacy, including good knowledge of MS Word, PowerPoint, Excel, Access and Outlook
- E-commerce/retail/redemption reporting experience ideal but not essential
- Multilingual ideal but not essential

Skills:

- Professional appearance and calming influence. Credibility in front of clients
- A financial focus to be able to reconcile costs and margins and highlight any concerns quickly
- Quick to review a situation, assess the problem and propose solutions while managing internal and external stakeholders professionally
- Excellent interpersonal skills with the ability to build positive relationships at all levels and with all types of people
- Good verbal and written communication skills with clarity of expression
- Strong email management skills
- Ability to adapt language/conversations to ensure clear communication across language banners
- Ability to multitask within short deadlines while proactively managing client expectations



Skills, continued:

- Excellent time management and task management skills
- Motivated by variety in portfolio, stake holders and day to day workload
- Determination to problem solve through proactive communication and decision making

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.

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