

## Customer Relationship Management Band C Roles – Feb 2016

**Role:** Print Procurement Executive/Publications Executive / Customer Relationship Executive(as appropriate)

**Band:** C

**Team:** Levy Payer Communications

**Reports to:** CRM Manager /Publications Team Manager (as appropriate)

**Location:** Stoneleigh

**Band Descriptor:** Specialist team members with experience of specific fields, amending and constructing processes to particular criteria. These roles will be technically knowledgeable in a defined field. May have some supervisory/team leader responsibilities.

**Contribution to Corporate Business Plan:** Collaborating and providing technical knowledge

**Role Purpose:** To support the effective delivery of elements of the Sector/AHDB communication business plan.

**Key Responsibilities (please note this is not a list of each and every activity associated with these responsibilities):**

- Support the delivery of defined projects across sectors/AHDB communications plans
- Deliver and monitor operational activities and work streams as directed by senior colleagues
- Assist in the delivery of a range of campaigns, publications, projects and initiatives across sectors
- Contribute to reviews of specific CRM or publication / print related activities
- Facilitate relationship with in house design team, suppliers and agencies
- Actively participate in actions that fosters a collaborative culture within the team and delivers the AHDB corporate vision
- Provide technical support for designated areas/audiences/topics
- Efficient monitoring of budgetary expenditure for specific projects
- To work across the team to ensure consistent, high quality outputs and AHDB brand integrity
- Identifying opportunities to deliver better value for money and to improve processes

**Job Specific Activity (not a definitive list):**

- Maintain a quarterly log of print tenders and identified savings
- Manage printers to achieve best service and maintain quality levels
- Ensure compliance with British Library deposit requirements
- Proof reading
- Liaison with in-house designer/ agencies on publications, point of sale material and graphics
- Provide support in the procurement of agencies / and or printers as appropriate
- Provide support for levy payer enquiries to direct to appropriate member of staff

**Delegated Authority:**

- No budgetary responsibility

**Person Specification – Knowledge/Skills/Experience:**

- Will be knowledgeable in professional area, including reasonable level of practical experience
- May have relevant entry level professional qualification
- Experience in preparing specifications, tendering and procurement of printed media
- Understanding of layout and print process
- High standard of written English and knowledge of grammar / proof reading
- Good project management and attention to detail

