

## REWARDS & PRODUCT DEVELOPMENT MANAGER JOB DESCRIPTION & PERSON SPECIFICATION

**NAME:**

**COMPANY:**

**BI WORLDWIDE**

**DIVISION:**

**Reward & Recognition**

**REPORTS TO:**

**Client Services Director**

### KEY PURPOSE OF ROLE:

Own BI WORLDWIDE's EMEA Rewards proposition and drive the development and delivery of the offering. Collaborate with International, Sales & Marketing, Technology Solutions, Client Services and Finance Teams as well as Supplier/Retailers to achieve company objectives.

- Proactively build, develop and manage the Reward products across EMEA producing a best in class offering for the industry.
- Lead, motivate and manage the Rewards team, including but not limited to: staff recruitment, conducting appraisals and training staff to deliver a high standard of customer service.
- Deliver the best possible value for BI WORLDWIDE from all supplier and retailer relationships including effectively negotiating all terms ensuring competitiveness within the marketplace.

### Principal Responsibilities:

- Lead all technical development of reward products and systems.
- Build manage and maintain relationships with suppliers to include negotiation and performance reviews to ensure excellent quality of service and adherence of the SLAs and KPIs.
- Compile, analyse and interpret data to; assist with stock forecasting, provide a commercially viable, appealing range of merchandise (and other products) at competitive prices.
- Work with Client Service, International and Sales teams to build compelling sales propositions and assist with all client requests for product proposals and pricing.
- Work with the Participant Experience Manager as a cohesive Management Team in order to maintain excellent offerings and service levels within the Rewards & Recognition Department
- Lead operational implementation of new Reward campaigns from brief to launch, including assisting in the sales process where necessary.
- Pro-actively suggest process improvements to increase efficiency and effectiveness of service and identify and implement Reward/Reward Product enhancement opportunities.
- Accountability for driving the timely resolution of any Reward/Reward Product issues.

### **Principal Responsibilities, continued.**

- Provide training to Client Service Teams and Sales & Marketing with regards to selling and operating the Rewards products.
- Maintain a working knowledge of external factors such as legislation, trademarks and taxation and implement any changes, amendments as required.
- Work with all other functions to ensure quality processes exist and are adhered to, to ensure the Client and Cardholder experience is excellent. Follow all BI WORLDWIDE internal procedures as stipulated by ISO 9001.
- Management (with Finance) of the stock taking procedure and finalisation process as well as financial management, including budgeting, forecasting, monthly financials.
- Source new suppliers for future products in EMEA working with the International Team where appropriate.
- Actively seek pertinent information regarding competitor products, pricing and marketing strategies and tactics wherever possible.
- Support the CSD in the management of ad hoc projects and the execution of R&R department strategy as and when necessary.
- Achieve profitability target as set by the company.

### **Resources Accountable For:**

#### **People**

- Management of the Rewards Team
- Deputise for the Participant Experience Manager in his/her absence.

### **Principal Working Relationships (internal & external):**

#### **Internal**

- CSD
- Client Services Team
- Finance
- Sales & Marketing
- Participant Experience Manager
- Participant Experience Team
- Other internal departments

#### **External**

- All third party (merchandise and vouchers) suppliers
- Clients

#### **Budget**

- Personal contribution to team and company targets.

#### **Circumstances**

- Occasional unsocial hours
- Working to tight deadlines
- Occasional international travel

## PERSON SPECIFICATION

Please see attached person specification.

This job description is subject to review in the light of changing circumstances 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.

## PERSON SPECIFICATION

### 1. Impact on others: manner, appearance, presentation, speech

- Professional appearance
- Excellent interpersonal skills
- Able to build effective working relationships and rapport with Associates and all working contacts (e.g. suppliers, participants)
- Confident, positive and can-do attitude
- Clear and strong communication skills

### 2. Attainments: education, qualifications, experience

- Product Development experience essential
- Project and/or Programme Management experience essential
- Third party supplier/retailer relationship management essential
- Excellent negotiation skills
- Marketing background preferred
- Agency experience desirable
- High level of commercial awareness
- Experience in a database/CRM environment desirable
- Excellent communication skills
- Track record of developing strong business relationships
- Strong PC skills including Access, Word and Excel

### 3. Innate Abilities: quickness of comprehension, aptitude for learning, intellectual capacity

- Strategic but with strong execution ability
- Strong relationship-building skills
- Excellent written and oral communications skills
- Highly organised
- Strong PC skills including Access, Word and Excel
- Strong attention to detail
- Self-starter and 'closer' of projects
- Excellent team ethos
- Troubleshooting and decision-making skills
- Multi-tasking

**4. Specific Aptitudes:** manual dexterity, facility in use of words & figures

- IT literate (Outlook, Word, Excel, Access)
- Used to database/CRM environments
- Excellent command of the English language (spoken as well as written, including spelling, punctuation and grammar)

**5. Motivation:** individual goals, consistency & determination in following them up, success rate

- Strong motivation and passion for the role and company
- Pro-active and takes personal ownership of tasks

**6. Adjustment:** emotional stability, ability to stand up to stress, ability to get on with people

- Maintains focus and delivers under pressure
- Open-minded
- Calming presence
- Non confrontational in all transactions
- Ability to get on with and work successfully with all associates
- Ability to see solutions instead of problems
- Ability to work in high-pressure environment and multi-tasking
- Leadership and ability to motivate others
- Excellent interpersonal skills, able to build positive relationships at all levels and with all types of people

**7. Circumstances:** any special demands of the job, e.g. ability to work unsocial hours, travel abroad, etc

- Occasional unsocial hours
- Full drivers licence
- Occasional Overseas Travel