

Operations Executive

Working within our Operations department, you will support the wider team with the ongoing management and development of our market leading rewards and perks catalogues.

You will pride yourself on delivering best in class customer service, working closely with both clients and internal teams including Client Success, Technology, Creative and Finance across a variety of exciting projects. In addition, you will work closely with our supply partners to ensure that we are exceeding client expectation at every touchpoint.

You'll be a self-starter, who's able to work under pressure, multi-task with ease and communicate clearly across a variety of channels. You will require a good working knowledge of MS Office, particularly Excel.

This role would suit an ambitious graduate or experienced administrator looking to take the next step in their career with an exciting business that is growing rapidly and will give you the chance to do the same.

Core Responsibilities:

- First point of contact for customer service queries
- Sourcing new and interesting rewards and perks
- General reward catalogue administration
- Operations support for Customer Success and Creative teams
- Support with creation and delivery of project plans
- Creating engaging reward promotions
- Shipping rewards and placing supplier orders
- Dealing with bespoke reward requests
- Supporting with Finance tasks
- Maintaining process guides and other relevant documentation

Personal skills required:

- Strong and accurate communication skills (both written and verbal)
- Able to work with data and provide insight as appropriate
- Exceptional attention to detail
- Excellent organisational and problem-solving skills, with the ability to multi-task
- Goal focused, able to work under pressure and to set SLAs
- A positive, pro-active attitude
- A willingness to learn and develop

- Good level of commercial awareness
- A team player, who goes out of their way to support their peers

What you'll get:

- Competitive salary
- Ownership and tons of opportunity to make an impact
- Training and career progression
- Generous holiday allowance (increasing with length of service)
- Internal reward and recognition programme
- Health and wellness benefits, perks and more
- A fast paced and friendly culture
- To become a member of a truly fantastic team of Incentivesmarties!

About Incentivesmart

Incentivesmart are on a mission to help ambitious businesses build more #RewardingRelationships with their employees and customers. Our multi-tenant SaaS system hosts B2B loyalty programmes for a diverse client base of international brands such as Michelin, Karcher, Kimberly Clark, Miele and Vodafone. We have experienced exceptional year-on-year growth, including during 2020 and are looking to strengthen our Operations team as our business continues to grow.

Incentivesmart has the foundations of a well-established company, the culture and passion of a start-up, and seriously ambitious growth plans for the coming years. You will be an important member of a growing and highly motivated team

Interested?

Please submit your CV and covering letter on LinkedIn or to careers@incentivesmart.co.uk.

NO AGENCIES PLEASE