

JOB DESCRIPTION

Post Title:	Certification Assistant (Supermarket)
Department:	Certification Team - Business Development Dept.
Responsible to:	Certification Team Leader
Supervisory responsibility:	None
Salary:	£26,835 - £28,163

Main Purpose of Job:

The Commercial Services Team works alongside the Communications and Campaigns and Operations departments at The Vegan Society. Commercial Services is responsible for the majority of income generated via The Vegan Trademark licence fees and sales of our vegan supplement VEG1.

The Certification Assistant role sits within the Certification team who lead on registering products from brands and manufacturers in the UK and around the world. The certification process includes checking products against our standards, this requires high levels of attention to detail, substantial administrative processes, efficient and timely communication with our clients via our CRM system (Dynamics) and ability to work towards deadlines and customer service targets.

Duties and Responsibilities:

Client facing

1. Manage various trademark processes including new applications, renewals and product package updates.
2. Deliver excellent communication (internally/externally) and ensure high levels of customer care skills are demonstrated, to retain, maintain and increase client accounts.
3. Manage ingredient checking for products efficiently.
4. Support with or carry out onsite or virtual client meetings.
5. Support with onsite or virtual site audits.

Systems, Reporting and targets

1. Ensure retention targets are met.
2. Ensure KPI's for client interactions are met.
3. Keep up to date and accurate records for clients within our system.
4. Produce reporting, insights and data as required by the team or management.

Collaboration

1. Work closely with the Client Care team on larger TM holder accounts to build relationships, manage developments or queries and record client comms.
2. Identify and support the delivery of various promotional activities.

Other Duties

1. Develop good ingredient knowledge of the range of products we register with the Trademark.
2. Provide absence cover for Commercial Services Team colleagues.
3. General office duties, including dealing with own correspondence and following GDPR policies.

General:

The following duties are ones which all staff are required to perform:

- Observe health and safety procedures and work safely at all times
- Contributing to wider organisational development and communications
- To be responsible for your own continuing self-development, undertaking training as appropriate to the working environment and location, and developments in your role
- Undertake any other duties as required by your manager in order to meet the changing needs and demands of The Vegan Society
- Positively and actively promote The Vegan Society and its values
- Conduct yourself with professionalism, tact and diplomacy at all times as a representative of The Vegan Society

This job description is provided to assist the post holder to know their principal duties. It may be amended in consultation with the holder without change to the level of responsibility or remuneration appropriate to the post. The job description is not exhaustive, and you may be asked to carry out additional tasks which are appropriate to your job role, as required by your line manager.

Data Protection

During the course of your employment, The Vegan Society is required to tell you about the personal data that we collect about you and what we do with that information, including how we use, store, transfer and secure your personal data. You shall at all times comply with all relevant data protection legislation and all obligations imposed on you under The Vegan Society's data protection policy and privacy notice from time to time in force.

It is a condition of your employment that, as far as is possible and practicable, you adhere to a vegan diet and lifestyle.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL <i>These are qualities of the ideal candidate</i>	DESIRABLE <i>This information could be used to differentiate applicants.</i>
Qualifications	<ul style="list-style-type: none"> English, Maths & Science GCSE's A - C grade or equivalent. 	<ul style="list-style-type: none"> Food/raw material technology/safety qualifications
Skills & Experience	<ul style="list-style-type: none"> Excellent written and verbal communication skills. Experience delivering excellent customer service. Computer literate with strong MS Office skills, particularly email and databases. Demonstrate that you can enter data accurately, analyse and manipulate data and effectively search for required information within different systems. Ability to manage multiple priorities and work to deadlines. Demonstrate you can hit targets, deliver desired objectives and outcomes. 	<ul style="list-style-type: none"> Experience in a business development or sales setting. B2B customer service experience. Appropriate experience in a directly related post.
Knowledge	<ul style="list-style-type: none"> Basic knowledge of whether ingredients in food, cosmetics, clothing and household products are derived from animals. Understanding of the society's values, aims and purpose. 	<ul style="list-style-type: none"> Understanding of working in/with NGOs or small charitable organisations Knowledge of animal testing across different industries.
Personal Qualities & Competencies	<ul style="list-style-type: none"> Highly responsive to personal KPI's and how these contribute to the overall success of the team. Excellent interpersonal skills, including the ability to take and follow instructions, work well within a team, build positive relationships with colleagues in different teams, senior management and external stakeholders. Strong organisational skills with the ability to work using your own initiative and manage your workload. Calmness under pressure. Professional and responsible approach. 	

	<ul style="list-style-type: none">• Confident, proactive and friendly manner.• Discreet and confidential.• Efficient, organised, reliable• Approachable and adaptable, team player• Adhere to a vegan lifestyle for duration of employment.• Willingness and ability to undertake appropriate training and development as required.	
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