

# Operations Support Specialist (12 month FTC)

Deployment · Windsor, Berkshire (Hybrid)

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## About Profitero

Profitero is a leading global SaaS commerce platform that uses predictive intelligence to help brands anticipate, activate and automate their next best action to fuel profitable growth. Our technology monitors 70 million products daily, across 1200 + retailers and 50 countries, helping brands optimise search placement, product content, pricing, stock availability, reviews and more. News outlets, including Good Morning America, The Wall Street Journal and Ad Age frequently cite and trust Profitero as a source of data for their stories. Now's an exciting time to join our fast-growth business.

Profitero has recently joined Publicis Groupe (a \$13 billion global marketing services and technology company) as a standalone commerce division, infusing our business with significant product development resources and investment. While giving our employees an incredible launchpad for their careers. Profitero's tech and data combined with Publicis' tech, data and activation services positions us to be a true end-to-end partner for helping brands maximise eCommerce market share and profits.

Come be a part of our fast-paced, entrepreneurial culture and next stage of growth.

**Location: We are based in Windsor, we will be looking to move to Reading in January 2025, applicants should be able to commute 3 days per week to the new office location.**

**This is a 12 month fixed term contract role, start date immediately.**

You must be proficient using Excel, in particular Pivot tables and VLOOKUPS daily in your current or past employment.

## Overview

The Operations Support Specialist (Fixed Term Contract) is responsible for the operational support tasks which underpin our software, and ensures our client accounts work in a manner which meets their objectives

This role is tasked with ensuring account excellence for the duration of the contractual life cycle, in relation to a prescribed sub-set of tasks

## Responsibilities:

### Operations management for recurring change requests

- Manage assigned account update tasks to ensure a successful outcome for internal and external customers
- Resolve queries related to assigned account update tasks, escalating to senior management as required
- Action any account update tasks, according to the agreed team processes and procedures, and within the specified timescales

## Operational organisation, planning and monitoring

- Update timing plans according to SLAs and in conjunction with resourcing managers and other key stakeholders
- Ensure all account update schedules are updated in the Operations Schedule and JIRA
- Monitor and track the progress of assigned operational tasks against the planned time, ensuring timely communication in relevant Slack channels
- Follow the team's best practices for all operational tasks at all times

### **Risks and issue management**

- Analyse risks and issues, communicate avoidance and take mitigating actions

### **Change control and ad hoc requests**

- Highlight and help to resolve any deviations from the agreed scope of planned maintenance tasks
- Highlight any ad hoc requests to prevent deviation from contractual scope

### **Process improvement and value-added services**

- Take ownership for your own knowledge enhancement related to Profitero products & services
- Highlights potential opportunities for improvement and participates in improvement initiatives

### **Qualified candidates will possess:**

#### **Education & Experience**

- Experience in a technical support role or a related field
- Experience of owning and delivering an initiative in an operations environment
- Sound understanding of eCommerce, eBusiness tools, architecture, document management and database management

#### **Skills & Abilities**

- Microsoft Project, Excel and Word at intermediate level
- Excellent organisational skills, decision-making, problem-solving and negotiation skills
- Ability to prioritise workload
- Multicultural awareness
- Excellent communication skills (including a good standard of written and spoken English)

#### **Aptitudes**

- Self-motivated and goal-oriented
- Excellent interpersonal skills
- Ability to work in a matrix structure and inspire high team spirit

#### **Behavioural**

- Dynamic and initiative-taking personality
- Good adaptability and flexibility
- Ability to work well within a team environment

#### **Performance**

- Adherence to agreed team procedures and delivery of maintenance tasks on time, to the agreed specification, timings and budget

#### **Contacts**

Project office team, Sales team, Account Management team, Insights team, Product team, Data Acquisition team, Data Enrichment team, QA team

**In addition, the following will be an advantage:**

- High level of education in a mathematical or technical field
- Experience of supporting SaaS solutions for customers
- Experience working with global clients and international colleagues.
- Second European Language

The above lists are not exhaustive and the job holder is required to undertake such duties as may reasonably be requested within the scope of the post.

**Compensation**

We hire only the best and provide the compensation, bonus and benefit programs appropriate for proven top-performing professionals. We want our employees to have an opportunity to share in the financial success that results from our dedication to service excellence, high-quality deliverables and an unparalleled client experience.

**Remuneration package**

- A competitive base salary
- Employee Healthcare Plan
- Life Assurance
- Group Income Protection
- Dental care plan
- Eye care scheme
- 24-hour online GP service
- Company pension scheme
- Cycle to work scheme
- 25 days holiday plus bank holidays
- Birthday day off
- Gym membership at up to 40% off
- Frequent social events
- Employee referral program
- Personal employee development plan
- Profitero Hero scheme
- Flexible working hours

Profitero is committed to creating a diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive fair consideration for employment. Profitero recruits, employs, trains, compensates and promotes regardless of race, religion, colour, national origin, sex, disability, age, veteran status, and other protected characteristics as required by applicable law.