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<p>Role description</p> <p>Hours of work</p> <p>Location</p> <p>Salary Range</p>	<p>Junior operations assistant</p> <p>37.5 hours per week – Monday to Friday</p> <p>Ipswich</p> <p>£14,000 - £16,000</p>
<p>Who we're looking for</p>	<p>Blyth Online is an exciting and enterprising company. We employ resourceful, enterprising, motivated people who are willing to take shared responsibility for the development of their role in the company, their effectiveness in their job, and their career development.</p>
<p>Your role</p>	<p>This role is an integral member of Blyth Online and as such you'd participate in all group tasks and responsibilities.</p> <p>You'd be expected to meet with standards and expectations in all areas from proposal to implementation, whilst constantly reviewing scope for improvement.</p> <p>You'll report to the Operations manager on a day to day basis – and to the CIO, Marketing Director, MD, or CEO in any dispute.</p>
<p>Your responsibilities</p>	<p>As an operations assistant you're going to assist in 4 key areas, namely:</p> <ul style="list-style-type: none"> • improve efficiency • improved traffic • provide information • improve data <p>Although your work will often involve colleagues, in most circumstances you will be working unaided aside from direction provided by the operations manager.</p> <p>You'd be expected to independently investigate, offer recommendations, discover and/or diagnose issues and/or opportunities.</p> <p>You'll be engaged with operations, data mining, data cleansing, site management, project researching, reporting and presenting.</p> <p>You'll need strong IT skills plus a keen ability to consistently identify opportunities to improve processes, operational procedures, and the quality of the service being delivered.</p> <p>As a junior operations assistant you need to be able to work effectively with every other department within the organisation and Blyth Online customers in order to understand their needs and suggest viable solutions to their process issues.</p> <p>In creating logical and innovative solutions to complex problems, your day to day activities may include:</p>

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| | <ul style="list-style-type: none">• analysing data to produce descriptive and accessible reports• identifying knowledge gaps and assisting the scoping of solutions• assisting in the production of project briefs and business cases• identifying options for potential solutions and assessing them for both technical and business suitability• preparation of information to support specifications for third parties and internal staff to develop new programs, interfaces, and reports• supporting the implementation of business systems solutions and assist with acceptance testing• resolving business issues that are raised by the sales and operational teams• enhancing current business systems to meet changing business needs and priorities• provision of ICT support services when required and staff training on business systems• providing assistance to manage internal content and communications• at times, acting as first line IT support |
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<p><i>Your general duties</i></p>	<p>To fulfil your role effectively you need to be able to:</p> <ul style="list-style-type: none"> • Work with the Operations Manager on a personal development program, to develop your skills set aligned with the company's and your own individual targets • Complete targets mutually agreed and set out in your personal development reviews • Undertake study and attend training in order to develop your technical and general abilities and expertise. (You may be required to attend occasional after office hours training periods.) • Manage your workflow and time according to project milestones and ad hoc requests • Organise and attend meetings • Comply with customer policies in respect of Treating Customers Fairly, Conflicts of Interest and other Financial Service regulations <p>You'd also be expected to undertake tasks outside of your specific job description</p>
<p><i>Assessing performance</i></p>	<p>Your job performance is measured against your core and extended responsibilities, developments, achievements, personal skill set, quality of delivery, workflow and time management.</p> <p>It's a basic expectation that you will have the knowledge to fulfil the role.</p> <p>Your salary reviews are tied to the financial performance of Blyth Online and to the contribution of your role to Blyth Online's success.</p>
<p><i>Reviews</i></p>	<p>You'll be helped in your role by regular reviews carried out after: Weeks 1,2,3,4, month 2 and 3.</p> <p>After a successful induction period, reviews will be carried out every six months with a yearly 360 degrees review.</p>
	<p>We may, when required, update and amend this job description from time to time.</p>