



Solutions and Data Support Executive

Department:	Client Solutions	Salary range:	£26,000 - £33,000
Reports To:	Client Solutions Manager	No Direct Reports:	0
Location:	Office / Hybrid	Level:	Entry Level

About EW Group

With over 65 years' combined expertise, EW Group and Challenge Consultancy are the leading full-service Diversity, Equity and Inclusion consultancy. Supported by a team of more than 100 diversity specialists, our training, analysis and consultancy programmes have been delivered to more than 3,000 organisations across 80 countries with clients including Mercedes Formula 1, The Economist Group, the BBC, Dyson, adidas, URBN and The White Company.

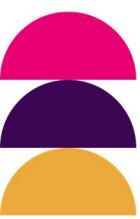
We are a small, dedicated team who work hard to support our clients make a difference in the context of building diversity and inclusion within their organisations.

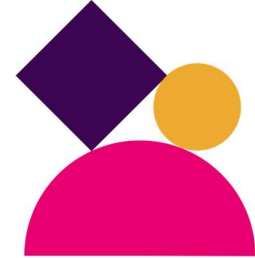
We can promise you interesting, cutting-edge work which has real social value. We are committed to career development and support, and you will be offered the chance to be involved in all aspects of the business as we grow.

We work with companies from across the private, public and charitable sectors. We're unique in the way we custom-build our work to the challenges that each client is facing. Companies want to work with us because of our long-standing reputation for delivering innovative, creative and impactful sessions.

We are committed to best practice in Diversity, Equity and Inclusion. Black, minority ethnic and disabled candidates are particularly encouraged to apply so we have the widest pool to choose the most suitable candidate from.

More information is available here: [Home – EW Group](#).





Key accountabilities & responsibilities:

The Role

We are seeking an individual with a genuine interest and passion for Diversity, Equity and Inclusion, to become a key point of support between our clients and the solutions team at EW Group.

At the core of our service is brilliant client care and we want our clients to feel valued, and to make sure they come back to us for any further support they may need around Diversity, Equity and Inclusion.

The successful applicant will support the Client Solutions Team in assessing client needs, data management in our CRM and helping to devise the best solutions and proposals to meet that challenge. This is a role to challenge and inspire the right person, with excellent prospects for growth within the company.

Experience, knowledge, skills, and competencies

Key Responsibilities:

- Provide general administrative support to the Client Solutions Team.
- Supporting the team in assessing client needs and devise the best solutions through written proposals
- Effective CRM management
- Manage inbound sales enquiries
- Be proactive in identifying new sales opportunities
- Maintaining and improving the quality and integrity of our data
- Processing and preparing data for use by the Client Solutions Team
- Format information for internal and external communication – emails, presentations, reports, and proposals
- Monitor client feedback and report findings to improve operations and customer satisfaction.
- Build your knowledge in the diversity and inclusion space

Person Specification

- Ability to work collaboratively with colleagues and clients,
- Ability to work across departments within the business
- Able to work autonomously and organise your own work with minimum supervision
- Ability to work autonomously in a fast-paced environment
- Have a genuine interest and passion for Diversity, Equity and Inclusion
- Have the ability and experience to follow directions from multiple sources and determine priorities as needed

Essential Skills and Experience

- Strong administrative skills
- Knowledge of office applications such as Word, Excel, and PowerPoint.
- Clear oral and written communication skills and interpersonal skills
- Good numeracy skills
- Understanding of the sales cycle and related processes
- CRM/data management experience





Our Behaviours

Positive

We are proactive in our approach. We always focus on good practice. We deliver with energy, style and a sense of community.

Practical

Our work is specific to each client. It is jargon-free and based on real life. It drives genuine change.

Creative

We apply 25 years of experience to engage and include people in smart new ways. We approach projects with imagination and flair.

Openness

We conduct our business transparently.

Enthusiastic

We are excited to work with our clients and take pride in identifying and meeting their needs.

Nurturing

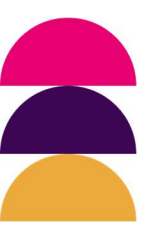
We work with our clients rather than just for them.

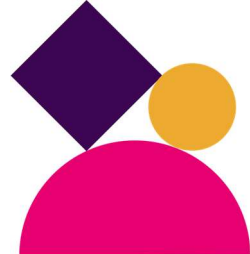
Terms: We offer a flexible business model in which all types of working arrangements will be considered. The role is for 37.5 hours per week and the successful candidate is required to start as soon as possible.

Location: We operate a hybrid working model, with a minimum of two days in the office per week, splitting our time between our office in Central London (Old Street) and home. Our clients are based around the UK and further afield so the role may require travel.

Benefits: We offer 30 days' holiday and an employer's pension contribution of up to 6% of salary. We also offer a generous well-being and benefits package for all employees upon successful completion of probation including:

- Life assurance
- Enhanced pension scheme
- Healthcare and wellbeing
- Retail discounts
- Cycle to work scheme





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Selection Criteria

A = Application form

P = Presentation

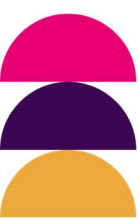
PI = Panel interview

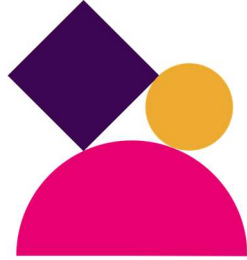
Heading	Selection Criteria	Assessment Method
1. Knowledge	<p>Ability to use systems for data entry and reporting</p> <p>Ability to work in a fast-paced environment with a strong customer service ethos</p> <p>Ability to logically structure, clean and report on data</p> <p>Experience with and competent in using MS Office and preferably at least one CRM tool, such as Salesforce, Microsoft Dynamics, Hub spot</p> <p>Ability to work with stakeholders to create reports and dashboards</p> <p>Ability to work in a sales lead environment</p>	A, P, PI
2. Reasoning skills	<p>Ability follow business processes and identify process improvements and data handling requirements</p> <p>Ability to identify and anticipate issues, problem solve and propose solutions quickly</p>	A, P, PI





	Ability to understand, work within and promote EW Groups key aims and values and develop data strategies to support these	
3. Interpersonal and communications	<p>Good professional spoken and written communication skills.</p> <p>High standards of accuracy and attention to detail</p> <p>Good people skills and ability to work collaboratively with colleagues in the Project Management, Content and Marketing teams</p> <p>Ability to describe and present work in front of groups of stakeholders.</p>	A, P, PI
4. Initiative and independence	<p>Ability to organise, prioritise and schedule work within an agreed set of priorities or work programme.</p> <p>Ability to multi task in a fast-paced environment</p> <p>Effective problem-solving techniques</p> <p>Excellent customer service skills</p> <p>Proactive approach and able to use initiative to make things happen.</p> <p>Committed to high standards of quality and seeks to improve systems and processes.</p>	A, P, PI
5. Team working	Experience of working as part of a team; briefing and working collaboratively	A, P, PI





	<p>with colleagues to deliver outcomes</p> <p>Flexible and receptive to change</p> <p>Ability to develop and maintain strong, effective and professional working relationships</p> <p>Ability to influence and negotiate with colleagues with confidence and maintaining a positive and creative working relationship.</p> <p>Ability to join and contribute to short term or ad hoc working groups around particular projects.</p> <p>Ability to work across ad hoc or virtual teams including external stakeholders.</p>	
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