

International Data Consultant (Customer Facing)

Line Manager

International Data Manager

Overall Purpose

The International Data Consultant plays a key role in the offering of Valpak’s International & Environmental Compliance Service. The key responsibility within this role is the account management of Valpak customers and their compliance overseas; this involves core activities such as advising on obligations under environmental legislation overseas, data manipulation and liaising with international compliance schemes in order to manage the customer’s compliance in that country. The International Data Consultant is the first point of contact for the customer’s international compliance and data queries.

The candidate will be responsible for manipulating and collating final data submissions under a variety of different country regulations, including but not limited to, waste packaging, waste electrical and electronics (WEEE), waste batteries and textiles. They will quickly develop a good knowledge of the relevant environmental waste compliance regulations, ensuring that all international data obligations are met for accounts and the customer is compliant in all relevant countries. It is important that the candidate is confident with handling large data sets and ensuring data accuracy is to a high standard.

Key Accountabilities

| Responsibility | Objectives |
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| Manage Allocated Accounts | <ul style="list-style-type: none"> • Provide excellent levels of customer service as the first point of contact • Coordinate customer’s compliance in other countries, liaising with the relevant compliance schemes/authorities on their behalf • Advise and update allocated accounts on compliance requirements which affect them in relevant countries • Ensure the customer’s compliance requirements are met at all times • First point of contact for phone calls and incoming emails from potential prospects |
| Management of Data for Allocated Accounts | <ul style="list-style-type: none"> • Ensure that international compliance data is accurate and submitted on time • Ensure that all required environmental data (including but not limited to weights information) is collated appropriately • Ensure data received from customer contains necessary information • Become an expert in utilising in house software system (EPIC) including data input and analyses of weights information • Manipulate data into relevant format for each country/regulation • Use various tools to consistently check and improve on the accuracy of international data • Use data skills to provide useful information for accounts such as swings analysis and trends • May involve some telephone/email support to suppliers |

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| Attending sales and client meetings | <ul style="list-style-type: none"> • Explaining & selling service to prospective clients • Following up all leads and opportunities and attending sales meetings where necessary |
| Undertake research into environmental legislation, developing a comprehensive understanding of the regulations | <ul style="list-style-type: none"> • Develop and maintain a good understanding of the requirements placed on organisations so that swift and accurate responses can be provided • Understand legislation in order to manage companies' compliance on their behalf and keep them updated with any potential changes which may affect them |
| Scheme registration | <ul style="list-style-type: none"> • Completion of legal documentation, coordinating with various authorities, schemes and the client |
| Make contact and maintain relationships with foreign compliance schemes/technical third parties | <ul style="list-style-type: none"> • Understand compliance requirements (often in multiple countries) and build relationships with key contacts • Ensure diplomacy and professionalism to maximise third party relations • Maintain up to date knowledge of EU and non EU regulations |
| Contribute to consistently improving and innovating the International Data Service | <ul style="list-style-type: none"> • Proactively seek out opportunities to make efficiencies and further develop the service • Inspect and advance current procedures • Optimise data automation practices |

Experience and Skills

- Advanced IT skills, particularly Microsoft Excel (VBA or other coding knowledge desirable)
- Ability to quickly take on large quantities of technical information
- Excellent planning, scheduling and organization skills
- A customer focused approach
- Collaborative working style
- Solution orientated problem solving ability
- Excellent communication skills, both written and verbal
- A knowledge of analysing and manipulating large volumes of data is desirable
- An interest in environmental issues is desirable

Qualifications

Educated to Degree Level