







# Industry Based Learning Program

## Job Description

<b>Job Title</b>	Sales Support Associate NZ IBL		<b>Dept</b>	NZ Sales	
<b>Line Manager Job Title</b>	National Account Manager Sales NZ – Consumer Healthcare		<b>Location</b>	Auckland	
<b>Key Responsibilities</b> (10 bullet points maximum)					
Describe the key deliverables to be achieved by the IBL and the ongoing responsibilities of the role					
<b>Set direction &amp; inspire</b> 	<b>Work across boundaries</b> 	<b>Release energy</b> 	<b>Develop capability &amp; talent</b> 	<b>Drive performance</b> 	<b>Live our values</b> 
Ensuring your work supports your team's goals and the organisational priorities and applying sound judgement in all that you do.	Building trusting relationships within and beyond your team to achieve goals and contribute to the success of GSK.	Engaging constructively with others and demonstrating a positive mindset.	Equipping yourself with the skills and knowledge to do great work, now and in the future, and supporting others to do the same.	Holding yourself and others accountable for delivering quality results.	Acting as a role model, ensuring everything you do is in line with our values, serving patients and consumers.
<b>Unique selling points of the IBL role</b>					
<b>Job Purpose</b> <ul style="list-style-type: none"> <li>• Super User of FIRSTFSA Sales CRM field tool and TRAX image reporting</li> <li>• Maintain sales reports and other general administration support</li> <li>• Administration and project assistance for LT and NFSM.</li> </ul>					
<b>Super User Customer retail management tool (FIRST FSA) 25-40% of role, peaking with cycle changes</b> <ul style="list-style-type: none"> <li>• Maintain customer records in conjunction with the Territory managers across all CX channels</li> <li>• Upload quarterly objectives into FIRST and track results through One plus reporting functionality</li> <li>• Maintenance and support of TRAX image recognition software</li> </ul>					
<b>Communication support Field Team</b> <ul style="list-style-type: none"> <li>• Maintain National and regionally based IRI reporting and cycle meeting data for Cx markets; review data and provide communication and insights to field team</li> <li>• Provide and update tracking reports of third-party performance for merchandising support functions.</li> <li>• Point of contact for Cx field teams requiring administration support whilst in field</li> </ul>					
<b>Project delivery</b> <ul style="list-style-type: none"> <li>• Coordination of field projects and strategy, e.g. Merchandising research and best practice, In field reviews of process and communication best practice</li> </ul>					
<b>General administrative and organisational support for the Leadership Team, including</b> <ul style="list-style-type: none"> <li>• LT member support: central point of contact for LT members.</li> <li>• Coordinate key leadership team activities example: monthly and quarterly meetings, as well as provide input into annual conferences.</li> <li>• Conduct or arrange administrative support as requested</li> <li>• Maintain filing system for contracts and confidential documents- electronic and physical as per the GSK Retention Schedule.</li> <li>• Organise induction for new staff i.e. schedule of meetings, phones, business cards, IT requirements et</li> <li>• Learn PO process to provide PO support and management</li> </ul>					

- Support supply chain function with reporting and SKU analysis ad hoc and monthly reporting

### **Team Environment**

- To contribute to creating a positive team environment by supporting others as needed, answering questions and providing thoughts on different solutions or options.
- Member of the Global Employee recognition and Social club- support team and activities.
- Actively contribute in monthly admin WIP meetings

### **Required Skills**

Describe the key skills and level of proficiency required for this IBL role (please see listed suggestions)

#### **Sales Support for National Account Team**

- Facilitation of data input for internal Promotional submissions for KA team
- Inputs into Promotional Trackers for 2021 Promotional Plans
- Provide support for 2021 Customer Plans
- Maintain Parcel deal structures and instore deals for Foodstuff's Business
- Develop ad hoc one pager Category opportunities for instore support where required
- Facilitation of data input for forecasting submissions for KA team
- Facilitation of data input with SAP/CERPS & HCL pricing
- Key Validation of Sales invoices prior to Approval for KA team
- Supporting KA Team with some Top line IRI analysis & ROI and maintenance of dashboards
- Management of customer interface for VMI for select Accounts
- Supporting KA team by liaising closely with Supply Chain teams and HCL

#### **Administration Support**

- Coordination of admin support for CM NZ - raising PO's, expense processing, travel booking requirements
- Management of all stationery, incidentals, office support and courier requirements
- Updating all key contact distribution lists and Organisational charts
- Facilitation of all internal and external customer events including Sales Cycle meetings, CAM meetings etc.
- Coordinating/Supporting executional events with Key customers – Supporting New launch campaigns in market – Trade shows etc
- Ordering of sample stock, POS and raising PO's where required for NAM's/TM's
- Support key leadership team activities e.g.; monthly and quarterly meetings.
- Maintain filing system for formal supplier contracts and confidential documents - electronic and physical as per the GSK Retention Schedule.
- Organise induction for new staff i.e. schedule of meetings, phones, business cards, IT requirements etc.
- Distribute information to participants as required prior to or after key meetings
- Manage allocated office spend within budget allocated

### **Team Environment**

- To contribute to a positive team environment by supporting others as needed, answering questions and providing thoughts on different solutions or options where required
- Member of the Social club - support team and activities.
- Actively contribute in monthly admin WIP meetings

### **GSK Policies and Procedures**

- Attend training sessions
- Share information with temporary staff or team members to ensure appropriate action and expectations regarding practices, standards or policies
- Follows steps of all applicable policies and standards for the role
- Model expected behaviours consistently aligned with GSK expectations

### **Preferred Qualifications, Skills and Experience**

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- **The desired candidate will have:**

Successfully completed the first 2 years of a Business/ Economics/ Commerce/ Marketing degree with mathematics & statistics core/electives.

- Intermediate Microsoft Powerpoint & Excel skill; IT Savvy, App Tech Knowledge would assist in role
- An interest in the FMCG industry

**Key competencies required for this role are:**

- Analytical thinking and judgment / problem solving
- Systems or process interest
- Communication
- Teamwork and project management
- Customer focus
- Initiative
- Resilience
- An eagerness to learn