

Campden BRI (Chipping Campden) Limited

Station Road Chipping Campden Gloucestershire GL55 6LD UK

Tel: +44 (0)1386 842000 Fax: +44 (0)1386 842100 Web: www.campdenbri.co.uk

Campden BRI (Nutfield)

Centenary Hall Coopers Hill Road Nutfield Surrey RH1 4HY UK

Tel: +44(0)1737 822272 Fax: +44(0)1737 822747 Web: www.campdenbri.co.uk

Job Profile

CRM Systems Administrator

Commercial Department

Chipping Campden, Gloucestershire

For enquiries concerning this job, please contact:

Karen Hyslop
Human Resources Department
Campden BRI
Station Road
Chipping Campden
Gloucestershire
GL55 6LD

Telephone: +44(0)1386 842124
Email address: karen.hyslop@campdenbri.co.uk
Web site address: <https://www.campdenbri.co.uk>

Campden BRI provides scientific, technical, and legislative support to the food, drinks and allied industries worldwide. The practical application of technical excellence lies at the heart of all that we do and is supported by our industry-leading facilities, expertise and knowledge.

From analysis and testing and operational support to knowledge management, all our activities are built on an extensive programme of research and innovation steered by industry to ensure maximum commercial relevance.

We provide services to companies all along the supply chain, but offer discounts, access to expert advice and other benefits for those that come into membership. Many of our clients are major blue-chip companies and household names.

Locations

The Campden BRI Group operates from three sites in the UK and a fourth in Hungary. The role as advertised will be based at the Chipping Campden site but could require from time to time travel to other Group sites.

The site in Chipping Campden employs 300 full or part-time staff. A further 50 staff are employed at the site at Nutfield, Surrey and 20 staff are employed at our site in Budapest, Hungary. We also have a Consumer Test Centre in Leamington Spa.

The Role

To ensure that the CRM system is configured optimally to support business activities and processes across the company, now and in the future, in order to:

- Improve efficiency, reduce administration time and enhance robustness in data entry, data manipulation, report generation, and the generation of other information management processes.
- Facilitate integration with other teams that are responsible for other systems that handle information across the business.
- Improve customer experience in terms of service provision, convenience and quality of information interface and output

Encourage consistency of systems and process, as far as is appropriate, across the business.

Main Duties

To act as a central coordination point for super-user's requests and in configuring the CRM system to meet the user needs. (45%)

If necessary, (i.e. where reprogramming may be needed), interact with software developers in IT, to implement changes and enable future enhancements or customisation. (10%)

To act as a central source of technical expertise in CRM functionality, operation and configuration to support super users and provide updates/training where and when needed. (20%)

Where necessary to influence stakeholders if conflicting or incompatible demands are made. This will involve liaising with senior users to resolve issues and where appropriate standardise systems/processes. (10%)

To facilitate operational reviews, with senior users, on future functionalities to enhance the benefits of CRM implementation. (10%)

To interact with staff who have responsibility for other management software systems to ensure seamless integration between various packages, (e.g. Laboratory, Finance) (5%)

Knowledge, Skills & Experience

A thorough and deep working knowledge of Microsoft Dynamics software

Familiarity with good business practices across a range services.

Familiarity with business process flows from initial enquiry through to reporting and close off.

Experience in utilisation and/or configuration of complex software systems and familiarity with software engineering

Pay and benefits

Salary:	Circa up £40,000pa (dependent on experience)
Grade:	G3
Holidays:	24 days plus public holidays and a holiday exchange scheme.
Pension scheme:	Campden BRI operates a pension scheme
Training:	Campden BRI is committed to ensure all staff receives appropriate training to support their job function and business needs.
Health:	Campden BRI operates a 'permanent health scheme' if you are unable to continue work for health reasons and a 'death in service' scheme.
Others:	Other benefits include subsidised restaurant/vending machine and parking on site.

Further Information

If further information is required, please visit our website www.campdenbri.co.uk