

### Job Role Description

<b>Job Title</b>	<b>Sales and Marketing Support Administrator</b>
<b>Reporting To</b>	<b>Sales &amp; Marketing Department</b>

#### We Are Welland

Welland Medical brings to market the best and most innovative products that enhance the lives of people living with a stoma across the world. Investing in the most talented people, collaborating to create world-class, ground-breaking products and services devoted to improving peoples' lives. We are passionate about making a difference in the world. Our reputation is based on a tradition of improvement, ethical leadership, and total commitment to quality and safety.

Welland Medical, established in 1988 is part of the CliniMed Group, and has over 240 colleagues committed to enhancing people's lives.

#### Summary Of The Role

To provide full support to the Business Development Managers and Head of Sales and Marketing assist in the management and development of the Welland export distributor network in line with corporate sales and profit targets, expenditure budget and strategy.

#### Main Duties and Responsibilities

- Assist and support in the management of the distributor network.
- Assist and support in the management of specified sales and marketing department projects as agreed with the Business Development Managers and Head of Sales and Marketing in accordance with the companies core objectives
- Assist and support in the management of the Welland product portfolio both current and future for the distribution network. For example setting up new product codes to enable products to be set up and sold to a customer
- Develop strong relationships and have regular contact with distributors and market influencers, reporting on this activity
- Support business development activity by sending out samples to new prospects. Ensuring that all the business systems are set up ready for the new customer. Co ordinating the onboarding process for new customers.
- Communicate new customers timetables across the wider business to support the Business development managers.
- Responsible for maintenance of distributor price list, forecast administration, trend analysis and supporting the PIM team with product launches by supplying information documentation, and maintaining up to date distributor details
- Provide sales and marketing department support to internal and external customers
- Attend key exhibitions, distributor meetings and other key events as directed by the International Sales Manager
- Assist the Sales and Marketing team with visits of international customers to Welland
- Present at internal and external meetings as and when required
- Travel as agreed and directed by the Head of Sales and Marketing
- Assist with product training and staff inductions

FRM-001144 Version 1.0

**Other Duties:**

A degree of flexibility is needed, and the job holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of any employee at that level.

**Our Values:**

**Excellence:**

We collaborate by embracing differing perspectives to make better decisions and continuously improve.

**Innovation:**

We pride ourselves on our innovative spirit by creating novel solutions within the workplace and in stoma care.

**Integrity:**

We commit to empower and respect each other, ethically, honestly and with fairness.

**Quality:**

We are passionate about recognising talent and providing an equal and supportive workspace for all to thrive.

**Wellbeing:**

We commit to setting the highest standard of quality in everything we do to enhance people's lives every day.



**Person Specification**

<b>Essential</b>	<b>Desirable</b>
------------------	------------------

<p><b>Qualifications</b></p>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Business, Sales or Marketing qualifications</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Previous experience in an export sales and administration support role for more than 1 year</li> <li>• Supporting export distributors</li> <li>• Customer facing experience</li> <li>• General administration</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Healthcare devices export sales experience</li> <li>•</li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of export trade and procedures</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Medical Devices</li> </ul>
<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Develop &amp; build long-term business relationships at all levels</li> <li>• Ability to work both independently and as part of a team</li> <li>• Time management skills (output skills, attendance and time keeping) ability to work to tight deadlines on multiple projects</li> <li>• Prioritise workload and be able to work on own initiative (reliability)</li> <li>• Produce consistent quality of work to the standard required (output quality)</li> <li>• IT literate – Word, Excel, Outlook, PowerPoint, Share point</li> <li>• Effective oral and written communication – ability to communicate at all levels</li> <li>• Be creative, innovative and change ready</li> <li>• Presentation skills</li> </ul>	<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• A foreign language written and spoken (fluently)</li> <li>• Exhibition and event experience</li> </ul>
<p><b>Personal</b></p> <ul style="list-style-type: none"> <li>• Be able to multi-task and have an adaptable approach – willing to help in areas outside normal role</li> <li>• Able to understand, follow and police internal processes</li> <li>• Able to work methodically and accurately</li> <li>• Be very organised</li> </ul>	<p><b>Personal</b></p> <ul style="list-style-type: none"> <li>• Work well as a team and as an individual with minimal supervision</li> <li>• Willingness and ability (passport) to travel to overseas exhibitions and distributor visits</li> </ul>



FRM-001144 Version 1.0

This is a description of the job as it exists at present. All Job Descriptions are liable to variation in order to reflect any future role/obligations change and employee development.

**Candidate Name**

Signed: ..... Date.....

**Manager Name**

Signed: ..... Date.....