

Job Description

Job Title:	Digital Sales Graduate	Location:	Musgrave, Ballymun, Dublin
Department:	Digital	Date:	February 2019
Reporting To:	Digital Commercial Manager	Version:	1

Role Specification & Purpose

We are embarking on a digital transformation of our business. Our initial focus areas for transformation are:

- **Product Information Management:** Introducing a new workflow solution to manage the quality of our product data content.
- **E-Commerce:** Introducing a new leading e-commerce solution to customer experience and drive sales.
- **Supplier Relationship Management:** Introducing a new system to interact with suppliers to deliver a marketplace range extension capability.
- **Connectivity:** Introducing state-of-the-art digital connectivity to enable an open technical ecosystem with customers and suppliers.

Technology has become the back-bone to all business interactions and digital is a fundamental part of our Musgrave MarketPlace strategy. To achieve our digital transformation ambition, we need talent with good knowledge of digital and the ability to make technology work for business. This is an excellent opportunity for innovative and motivated people with excellent communication skills and an interest in technology.

Role Scope

This role will work as part of a team in understanding our customers and our business model to identify and deliver technology solutions to make our business more efficient or improve service to our customers. We are looking for emerging talent with a passion for technology, business, and customer experience. You will become a digital champion in our business, using digital mechanics to drive sales and working with our existing sales team to transform ways of working.

Area of Responsibility: Digital Champion

Key Activities

Work with relevant internal colleagues on our current digital proposition to meet business and customer expectations.

Activities will include:

- Working with our IT team to understand our digital systems
- Working with colleagues to understand business and customer digital demands
- Testing our digital systems to ensure they work well
- Training colleagues throughout our business in new digital ways of working
- Assisting our customers in using our digital systems and managing changes to our digital proposition to internal and external customers
- Bringing an innovative mindset to our team to continuously improve our digital customer experience

Area of Responsibility: Customer Experience

Key Activities

Work with our customers and sales team in using digital to improve our customer experience and drive sales:

- Identifying ideas/opportunities for using digital to transform any aspect of our business, including in-store processes, eCommerce, logistics, and customer engagement
- Working with our colleagues and customers to fine-tune business requirements for any new digital platform proposal or change
- Working with our colleagues and/or customers to collate requirements for any digital deployment
- Working with colleagues and customers to ensure appropriate adoption of new digital deployments

Key Relationships

Primary	Secondary
<ul style="list-style-type: none"> • Sales Team • Digital Commercial Manager • IT Team 	<ul style="list-style-type: none"> • Early Careers Team • IT Director • Musgrave Central Functions • Other graduates

Person Specification

Essential Qualifications	Desirable Qualifications
<ul style="list-style-type: none"> • 2:1 Honours Degree (Level 8): (IT/Computer Science, Business degree with IT specialism, or Mathematics / Analytics preferred) • OR 2:2 Honours Degree with a 2:1H Level 9 qualification e.g. Masters 	<ul style="list-style-type: none"> • Project Management • Digital / Technology • Practical internship or experience in a digital role is an advantage
Essential Skills	Desirable Skills
<ul style="list-style-type: none"> • Communication skills • Basic understand of technology • Analytical skills • Time management skills 	<ul style="list-style-type: none"> • Customer Experience • Digital Marketing

Values

Living the Musgrave Values

- Honesty
- Achievement
- Long Term Stable Relationships
- Working Hard
- Not being Greedy