



Job title: Client Database Executive

Reporting structure: This new role will be based in the Marketing department, reporting to the Senior Business Development Manager.

Purpose

To be responsible for the management, development and promotion of a recently launched bespoke client and contact management database (CMX) in the UK and Europe.

Main responsibilities

- Manage the implementation and roll out of CMX across the firm's UK and European network
- Overall responsibility for proactively maintaining the integrity and accuracy of client and contact data within the firm's client database, supported by Database Coordinators
- Promote the benefits of CMX to the firm through training programmes, user groups and intranet features etc, and ensure that fee earners and staff recognise their own responsibilities
- Work with the established project board to develop phase two of the database with a specific focus on maximising the benefits for business development and client relationship management
- Advise the firm on data management best practice and develop appropriate quality management strategies
- Manage data protection compliance
- Continuously develop knowledge and understanding of client management systems to drive future system development

Knowledge, qualifications, experience requirements

- Three years + experience of managing client databases
- Experience of working with fee earners in a professional services environment would be very useful
- A good understanding of how marketing systems and processes work
- IT literate although an IT qualification is not required

Personal attributes

- Confident, enthusiastic and persuasive, with the communication skills required to work effectively at all levels across the firm
- Proactive, flexible approach with the ability to develop and prioritise own workload
- A confident self-starter and team player
- Demonstrable attention to detail
- Must be willing to travel throughout the UK and Europe