

Job Title

Business Executive

Reports To

Business Manager

About CX Lavender

The customer is our true north. We create connected customer experience—a means of unifying digital capabilities and the physical world—so we help our Clients become unified brands. Connected experience elicits emotion because the customer is continuously delighted by fluid experiences, wherever they engage.

We're a creative agency as well as a technology company, and all the important parts in between. This means we can walk the talk. People try and pigeonhole us as one or the other—but we've only ever been about customer experience. We research, design and build distinctive connected experience to bring it all to life.

Our aim is to be a career agency—which means we want you to be proud of the time you've spent with us. You'll be part of a collaborative culture where your voice will be heard, and your skills will be nurtured.

The Role

As a Business Executive, you will report to the Business Manager. You will also work closely with the Senior Business Manager, both of which will support you in continually improving and refining your skills.

You will be responsible for contributing to the coordination of agency efforts to deliver on client briefs and meet client requirements. You will provide administrative support to the Business Manager and wider team, demonstrating a high level of service to clients.

Goals and Responsibilities

- Support the Business Manager to coordinate day-to-day client engagement, running WIPs and briefings, as well as other team administration tasks
- Oversee smaller client jobs, managing these efficiently through the agency
- Act as a liaison point between Traffic, Studio and Business Manager
- Own and manage WIP documents, meeting agendas, and client directory updates
- Write inspiring and insightful briefs and debriefs
- Liaise with the team to develop accurate cost estimates and timelines, and manage these in Workbook
- Have a solid understanding of all brand guidelines to enable you to review work for your team, ensuring it is on-brand and without errors
- Collate and share weekly competitor news updates to drive client conversations and keep work relevant
- Develop a clear understanding of the different agency roles, processes and how they work together
- Develop an understanding of CX, and what it means to deliver value to our clients with this lens
- Complete daily timesheets in Workbook
- Aim to deliver 95% utilisation



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KPIs

- Demonstrate the ability to manage small jobs end-to-end through the agency, sticking to timings, budget and agency processes
- Demonstrate a clear understanding of your client's industry, competitors and customer trends, sharing regular insightful reviews
- Receive consistent positive 360 feedback from relevant peers

Qualities

- You are curious about CX, and demonstrate a willingness to develop your skills and knowledge
- You are not afraid to challenge the norm, to ask 'why?', and look for ways to improve current processes
- You are confident and brave, willing to give anything a go
- You are proactive and show a willingness to pre-empt the team's needs
- You are a team player, with strong listening and communication skills
- You have excellent attention to detail, and good time management and organisational skills
- You are demonstrative of the CX Lavender values and culture

Experience

- You hold a University degree in a relevant field
- You have a basic understanding of advertising/marketing
- You are competent with Microsoft Office Suite



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