

## Client Intelligence Specialist

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Company: Randstad UK

Location: United Kingdom

Category: other-general

Client Intelligence Specialist  
Location - Remote  
Hours - Full time  
Salary - 26k per annum plus benefits

**Strategy & Purpose**  
This role will be joining the growing client services division of Randstad UK and will support Randstad's vision to be the world's most equitable and specialised talent company and partner for talent. Our mission is centered around our growth strategy for 2024, and beyond, to win new clients and retain and grow our already enviable client base. The Client Intelligence Specialist will support the inside sales manager, client partner team and wider client services division. They will contribute to the success of front line sales and client partner teams, helping them to deliver innovative and sustainable talent partner solutions. Randstad supports the whole talent lifecycle with solutions including MSP/RPO, graduate and apprenticeship schemes, statement of work management and career coaching and transition. Randstad uses AI & technology accompanied with an armory of market intelligence that supports our decision making with the end goal of meeting and exceeding the needs of our clients. The SDR will become a superuser of the technologies, tools and data available, to research what it is that will help our clients make key decisions to grow their talent pools and businesses. The SDR team will be integral to matching client needs with Randstad as their partner. This role will expose you to the entire service capability of Randstad UK and will give you insight to the recruitment world that very few get to see.

**Job Duties**  
Mapping stakeholders and booking meetings for the senior client partner/inside sales and wider client services team  
Engage prospects to expand awareness, educate, ask for referrals, identify new business opportunities and develop account intelligence.  
Hold intelligent and engaging conversations over the phone, email and

social media Identify key information, understand the business and key persona's Collaborate and work strategically with the wider client service sales team. Utilise social media to establish key decision makers and to promote and establish the RUK brand in the UK market Keep up to date with Randstad UK's service lines and the market Client intelligence monitoring - tracking identified clients news feeds, hiring needs, reports Support the creation of client webinar invitation, presentations & content and helping the team to deliver these to clients Gather all internal intelligence on client activity from internal stakeholders, systems and activity and sales data reports and present this back to client partners and inside sales teams Help build client account plans Support the sales team to generate intelligence that leads to future meetings with new stakeholders Support inside sales and client partner team to track leads via inhouse tech stack tools Support inside sales and client partner team to create social media campaigns and posts relevant to client market we are partnering and targeting Monitor hub spot to measure engagement with the Randstad website Capture key commercials from existing contracts including service delivery KPIs Identify new potential stakeholders in clients; monitoring joiners/leavers, retention figures and other data relevant to identifying commercial opportunities Become superusers on all available tech stacks Show me you know me - providing all material and content to equip a client partner, inside sales or other sales lead to go to a client fully armed with the knowledge, facts and stats to deliver a first class service Close analysis of data sources and reports to create actionable insights and predictions Ensure that there is compliance around data integrity Benefits Alongside being equipped with all the necessary skills and tools to work from home and offices when needed - laptops and screens Pension scheme 5% employee - 3% employer (A/E) After 1 year 6% employee - 4% employer Holiday - 23 days rising to 30 days, 32 days after 10 years Notice - 4 weeks Life Assurance 3x Birthday day off Special leave day off (life event) Access to a staff discount from 100's of retailers and high street services End of year bonus 10% of salary and commission scheme Benefits hub with discounts & health & financial wellness support Opportunity for cultural swap day and charity work day Training, development & progression Randstad has a full suite of online, bespoke tools which will support your training, as well as an inhouse L&D function You will be taught all the necessary requirements to become an expert in this role, including being encouraged to continue your learning of the recruitment landscape across the UK. Our customers come first, so learning a client centric approach will be a skill we will support you to develop and will become an integral way in which you work. Randstad encourages and enables

internal mobility, with roles across the business available for applications. Members of our client services team have joined us from departments such as Marketing. With numerous progression paths within the wider Randstad group, you will also have the opportunity to progress into a number of optional areas within the client services team, based on performance, capability and desire. These could include front line & inside sales, bids and implementation teams and even the possibility of a team leader role created if the team expands. This opportunity could develop into a people management role.

**Experience/interests/competencies needed**

Enjoys networking & relationship building - you will be spending a great deal of your time working with internal stakeholders across Randstad UK.

**Strong and professional communication skills, written, verbal and presentation**

A self-starter, organised, self-sufficient and self-directed on a day-to-day basis - you will be working with a remote team.

**Bright and analytical** - you will need to be able to interpret data to understand a commercial opportunity.

We are open to a new starter, with experience of sales, customer services and someone who is market curious and wants to understand how business operate and grow.

**Strong presentation skills are important.**

**Next steps**

If your application is successful you will be invited for a virtual call interview with our inhouse talent team partner alongside meeting a member of our client partner team. There will be a further interview with the client partner director and head of inside sales.

We are an inclusive employer and should you require any reasonable adjustments in order to complete any aspect of the recruitment process, please contact the Internal Talent Acquisition (ITA) team.

Randstad values diversity and promotes equality. No terminology in this advert is intended to discriminate against any of the protected characteristics that fall under the Equality Act 2010. We encourage and welcome applications from all sections of society and are more than happy to discuss reasonable adjustments and/or additional arrangements as required to support your application.

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