

Job Title: Gift Card Executive**Salary:** £30,000**Reports To:** Head of Customer Relationships and Managing Director**Job Overview**

The Gift Card Executive will be responsible for overseeing the design, manufacture, and distribution of National Book Tokens across the UK and Ireland. This includes working with internal teams, third-party vendors, and bookshops to manage both physical and e-gift card products, stock control, and customer service.

Key Responsibilities**Gift Cards – Design, Manufacture, and Distribution:**

- Support the Marketing team and external designers to create card ranges.
- Work with card printers and processors to produce over 1 million cards annually.
- Coordinate with third-party warehousing to manage stock and distribution to 1,000+ bookshops.
- Assist the Customer Service team to ensure a smooth supply chain.

E-Gift Cards – Data Management and Fulfilment:

- Support third-party e-gift card businesses in collaboration with the sales team.
- Work with the Digital Product & E-commerce Manager to manage the distribution of digital products and ensure their efficient operation
- Assist with the design and development of new digital products.

Bookshop Systems – Stock, EPOS, and Customer Service:

- Ensure smooth operations of trade customer ordering systems and supply chain.
- Support bookshops to ensure product satisfaction, EPOS, and card processing.
- Act as the go-to expert on all gift card processing systems, providing customer support as needed.

Qualifications

- Strong organisational and communication skills.
- Should demonstrate a good understanding of working with different systems and databases