

Operations Co-ordinator

Grade E

Job Purpose:

The Operations Co-ordinator is responsible for the end to end process relating to book gifting programmes. The post holder will have responsibility for:

- Procurement of resources through our suppliers to support programmes
- Co-ordinate the delivery of resources and books to our warehouse
- Working with our warehouse to manage stock and co-ordinate delivery of programmes across the UK
- Providing customer service to stakeholders
- Provide reports and measures

The post holder will report to: Head of Supply Chain

Key responsibilities:

a. Planning & Procurement

The programmes contain various resources, which the co-ordinator will be the first point of contact for suppliers and will work with our suppliers to:

- Cost effectively purchase resources
- Ensure compliance with the correct specifications
- Produce production plans and monitor progress with the supplier
- Monitor performance of the supplier

b. Warehousing and delivery

Effective and efficient communication with the warehouse is key; the co-ordinator is responsible for ensuring that the warehouse is fully briefed and accurate information is provided to allow a cohesive relationship and effective delivery of the programmes in full and on time.

- Liaising with the Warehouse on programme activities
- Instructing the delivery profiles to the warehouse
- Managing queries and issues with the warehouse
- Managing SLA's against programme requirements
- Ensuring programme delivery is complete in full, on time and within budget

c. Customer service

Provide excellent customer service to stakeholders, including:

- Acting as the first point of contact for Schools, Local Authority and any external customer support enquiring about programmes.
- Maintain accurate customer records within our system and report any service issues to the Head of Supply Chain
- Assist in the successful delivery of external customer service communications
- Maintain accurate customer details and records within our systems

d. Data and Reporting

Accounts maintenance of data is key to the role and the Co-ordinator will:

- Manage accurate and up to date data within our systems
- Provide updates and reports for teams across BookTrust

e. General Duties

To undertake any other duties as commensurate with these responsibilities, skills and qualification of the post holder

<p>Person Specifications Operations Co-ordinator</p>
<p>Skills:</p> <p>Communication – clear and concise communication both written and orally Attention to detail – review data and ensures that the reports they are providing are accurate every time Data Accuracy – manages data in a clear and organised fashion Customer Service – provide excellent customer service to internal and external stakeholders Problem Solving skills – think logically about problems, gathers the information, engages with teams and provide solutions for review Multi Tasker Team Player Self Starter Calm under pressure</p>
<p>Technical Skills:</p> <p>Microsoft Office Suite CRM data base preferable but not essential</p>

Terms and conditions

Salary: Grade E (£27,505 - £29,821)
Holidays: 28 days plus public holidays
Pension scheme – 7% employer contribution
3 x salary life assurance
Employee Assistance Programme
Flexible working arrangements