

JOB

DESCRIPTION

Supply Chain Coordinator

Job Title:	Commercial Coordinator
Department:	Commercial
Reporting to:	Commercial Manager
Responsible for (staff):	N/a
Location:	Upminster
General Purpose of Role:	Process orders and deliver the correct items within a suitable timescale that meets the requirements of both the business and its customers and support the Supply Chain Category Manager to manage subcontractor and supplier performance.

ACCOUNTABILITIES

- Raise orders to the correct part or service at the best price and within a suitable timescale that meets the requirements of both the business and its customers, ensuring accuracy of delivery dates and attendance
- Accurately updating purchase order records to confirm timely receipt of goods or services
- Update system records to reflect ordering, receiving and shipping progress of products and subcontractor engagement on works order records
- Preparing quotations and submitting them for client approval
- Support subcontractors and suppliers in the correct use of Arcus processes and systems
- Prioritise workload according to the severity of the situation and procure parts to allow successful completion of works within the timescales
- Update and maintain the purchasing software to reflect order values and cost allocations
- Support resolving invoices queries that arise to completion to reduce aged debt across all suppliers
- Addressing to resolution supplier problems with purchase orders and deliveries
- Support department improvements that are required to assist in its continuous development and progression
- Work proactively with the Supply Chain team to address problems before they escalate
- Work at pace, ensuring queries and systems are up-to-date
- Update all subcontractor and supplier documentation, data, files and reports in a timely and accurate manner
- Handle large volumes of information including validating information and quality assuring information to ensure accuracy
- Ensuring that we work in a compliant, ethical & best practice manner at all times
- Supporting the department to meet internal KPI's & objectives
- Represent the business in a professional manner at all times whilst building and developing excellent working relationships within the business and with its customers/suppliers/subcontractors

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- Respond promptly to requests/instructions meets the requirements of the business and the client at all times
- Follow company policies and procedures as directed and work to actively deliver the company and departments vision
- Undertake any ad hoc duties as requested by the Category Manager

KNOWLEDGE AND SKILLS

- An administrative background
- Working knowledge of Microsoft Office, Excel, Word and PowerPoint
- Minimum 5 GCSE's, or equivalent, A – C grade to include English and Maths
- Ability to operate specialist software
- Excellent communication skills both written and verbal
- Good analytical skills and deadline driven
- Deliver tasks with a high degree of accuracy
- Team player but capable of working on own initiative to fully understand implications of changes and effective working methods
- Excellent organisational skills
- Outstanding customer service skills

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS