

## Support Coordinator

<b>Job Title:</b>	Support Coordinator
<b>Department:</b>	Co-op Depots
<b>Reporting to:</b>	Head of Depots (Co-op)
<b>Responsible for (staff):</b>	N/A
<b>Location:</b>	Redditch
<b>General Purpose of Role:</b>	To support the operational management team and depot management with the organisation, communication and reporting of day to day activities in the Co-op Distribution centres in a way that improves operational efficiency.

## ACCOUNTABILITIES

- Manage the organisation, coordination and logistics of meetings and events and ensure any appropriate documentation is prepared and issued as appropriate
- Help arrange orders for Parts, PPE and other business needs across the Co-op portfolio
- Manage and co-ordinate diary arrangements
- Coordinate meeting agendas and ensure they are complete and issued as appropriate
- Attend and take minutes of meetings for onward distribution
- Create and analyse reports
- Complete and circulate regular trackers and updates
- Input data and maintain systems and processes
- Liaise with internal departments, senior management and all key stakeholders to ensure the smooth and efficient operation of the function
- Support with ad hoc projects as and when required
- Cascade important and relevant information to relevant team(s) and stake holders as required
- Provide updates and information on Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)
- To take a lead role in the organisation and control of the business compliance at the zone level for the colleagues training, PAT testing and any other ad hoc activities

## KNOWLEDGE AND SKILLS

### Experience:

- Excellent interpersonal skills and written communication skills
- The ability to deal with people at all levels
- Self-motivated, self-disciplined with strong time management skills
- Flexible 'can do' attitude
- Ability to handle sensitive and confidential information in a professional manner
- High level of attention to detail
- Experience of FM and / or retail operations is highly desirable

- **Knowledge**
- IT literate and fully proficient in the use of Microsoft Office applications
- Strong planning, analytical and organisational skills
- Ability to prioritise and manage conflicting deadlines

## 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

The post holder must be able to work flexibly, as determined by business requirements this may involve travelling to other Arcus offices or client's premises