



<b>Job Title:</b>	Supply Chain Administrator	<b>Department:</b>	Operations
<b>Location:</b>	HQ	<b>Position Type:</b>	Full Time
<b>Level/Salary Range:</b>		<b>Reports To:</b>	Head of Supply Chain
<b>JOB DESCRIPTION</b>			
<b>Role Overview</b>			
<p>Responsible for supporting customer service through administration of SAP and supply chain processes with key customers and suppliers and in so doing supporting the team in achieving on-time delivery of key materials and finished goods. Coordinates the Company sample process through the Innis &amp; Gunn website and our 3<sup>rd</sup> party fulfilment partner.</p> <p>The role focuses on dealing with email queries that come into the sales inbox and finding resolution with the supply chain team. It requires data administration such as Tracking Keg delivery and return from customer as well as tracking Operations performance for monthly KPI reporting.</p>			
<b>Key Tasks</b>			
<ul style="list-style-type: none"> <li>• Weekly stock reconciliations - identify reason for stock reconciliation non conformances and assist with creation of process to stop re-occurrence</li> <li>• Oversee inventory according to company agreed parameters, ensuring stock is in the right place at the right time. Moving material between warehouses where required</li> <li>• Process customer orders using SAP and invoice generation following delivery</li> <li>• Order tracking to ensure delivery in line with delivery schedule</li> <li>• Review and investigate delivery discrepancies should they arise and invoice customers in line with delivery quantities using POD's provided by third party warehouses</li> <li>• Process samples requests which come in via samples@ inbox</li> <li>• Any admin tasks required by the Supply chain team</li> <li>• Nurture positive relationships with suppliers and manage these relationships, ensuring they adhere to the agreed contracts and KPIs</li> <li>• Dealing with customer enquiries via telephone calls or e-mail</li> <li>• Internal and external stake holder management</li> </ul>			
<b>Additional Tasks</b>			
<ul style="list-style-type: none"> <li>• Provide support to the wider operations team for any ad hoc activities</li> <li>• Provide cover and support in other key functional roles during busy periods or holiday cover</li> <li>• Arrange ad-hoc movement of goods including dry goods materials where necessary</li> <li>• Identifying when buying protocols have not been carried out correctly</li> </ul>			
<b>Qualifications &amp; Education Requirements</b>			
<ul style="list-style-type: none"> <li>• Previous experience or understanding of Supply chain Administration would be advantageous</li> </ul>			



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<b>Competencies Required</b>			
<ul style="list-style-type: none"><li>• Supply Chain Administrator Skills and Experience</li><li>• Strong IT skills, especially Word and Excel.</li><li>• Administrative experience</li><li>• Excellent communication</li><li>• Good communication skills both written and verbal</li></ul>			
<b>Additional Notes</b>			
<b>Reviewed By (<i>Dept Manager</i>)</b>		<b>Date (<i>Yearly Update Required</i>)</b>	