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| the finer detailsWhich site am I based at? IsleportWhich team am I a part of? Customer Fulfilment TeamWho do I report to? Customer Fulfilment ManagerWho do I look after?Customer Fulfilment TeamTeam size?5 direct + 9 indirectDo you have responsibility for a budget?Authorising couriers as required up to £1000.Reconciliation of 3PL invoices.qualifications & experience**Essential:*** Excellent communication and organisational skills
* Possess excellent administration and analytical skills.
* Able to work in a busy fast paced environment
* An excellent level of IT literacy with Microsoft Office including Word, Excel and Outlook
* Ability to communicate with people at all levels
* Management experience in customer service/delivery

**Desirable*** Experience in Warehouse Management Systems
* Stock Management in FMCG (Fast Moving Consumer Goods)
* Customer Excellence/focus experience.
 | Customer Operations ManagerJob descriptionthe purpose of your roleThis role will lead a multi-skilled team in all aspect of customer fulfilment of both internally and externally managed stock, specialising in order optimisation, 3rd party stock management and all aspects of customer and Haulier claims. As a key leader in the Logistics team, you will not only step across into the Stock and Transport Administrators Team Managers role as relief, you will also step up to the Customer Fulfilment Managers role as required.Commercial partnerships is a key part of the role working cross functionally with the Commercial and Supply Chain teams to delivery customer excellence, being the key supply chain contact for customers as required by the commercial wholesale team and for 3rd party providers for both finished goods stored products and distribution partners. You will aim to improve stock integrity in the supply chain through effective warehouse layout, and monitoring and improvement of customer satisfaction by reducing customer claims. Key responsibilities:* **Customer Excellence-** Orders received daily both manually and via EDI. This role will ensure orders are received and managed in the most effective way. As a business customer, excellence is key and can vary depending on the customer’s needs. This role involves ensuring the correct level of contact is made with the customers and identify and communicate internally and externally any issues and recovery actions.
* **Third Party Account Management (Ice Cream)**- Ensuring Third Party stored finished goods orders are received/ amended and sent to the Third Party supplier in enough time to ensure fulfilment of orders daily. Regular meetings including KPIs and CI activity with our 3PL. Also working in partnership with Commercial colleagues to ensure the 3PLS are delivering the service as expected.
* **New Product Launches/Changes-** We have a large amount of new product launches throughout the year. This role will ensure the correct planning in all aspects of logistics for launches which can be but not limited to:
	+ Transit trials in collaboration with our Compliance team
	+ Positioning of pick faces in the warehouse.
	+ Communication of launches within the Logistics team and to the wider business if required.
* **Stock integrity and Customer Case Claims**- effective review of stock adjustments and claims in the view to how they link, to target trends and reduce loss in the supply chain.
* **Haulier Claims**- as a business we have multiple haulier claims per year. You will ensure the team key all claims within the appropriate timescale to ensure the business recovers the maximum amount of financial recovery possible, whilst ensuring claims are minimalised by the effective return of stock not receipted.

what good looks like for this role**Leading and Deciding**Makes prompt, clear decisions which may involve tough choices or considered risks. Takes responsibility for actions, projects and people. Takes initiative, acts with confidence and works under own direction. Initiates and generates activity. Provides others with a clear direction. Sets appropriate standards of behavior. Motivates and empowers others. Provides staff with development opportunities and coaching. Recruits staff of a high caliber. Confidently inspires others with a wholehearted commitment to continuous improvement. Sets about with moral courage. Confronts challenges around them.**Team working**Demonstrates an interest in others adapts to the team and builds team spirit, recognises and rewards the contribution of others. Listens and consults others communicating proactively. Upholds the ethics and values of the business, demonstrating integrity. Openly trusts and respects others. Collaborates openly for the good of Yeo Valley. **Adapting and Coaching**Adapts to changing circumstances. Accepts new ideas and change initiatives. Adapts interpersonal style to suit different people or situations. Supports and develops others in their roles. Challenging and stretching others in a supportive manner. Celebrate achievements.**Organising and Executing**Sets clearly defined objectives, delivers on projects by planning well in advance taking into account all variables and possible changing circumstances. Identifies and organises all resources needed to accomplish tasks. Focuses on customer needs and satisfaction. Sets high standards for quality and quantity. Monitors and maintains quality and productivity. Works in a systematic, methodical and orderly way. Consistently achieves project goals. Not just saying we are going to do something, but actually doing it. **Interacting and Presenting**Makes a positive personal impression on others. Gains clear agreement and commitment from others by persuading, convincing and negotiating. Promotes ideas on behalf of self or others. Able to influence and persuade others.**Business Information Systems**Uses all information systems available to them with expertise, analyses and extracts information to improve effectiveness and efficiency of work responsibilities. Demonstrates competent use of new technology and business reporting and information systems.  |

### HR use

Date of last review: Job reference no: Job level: 7M

Job family: