



INVESTOR IN PEOPLE

JOB DESCRIPTION



FRESH PRODUCE

JOB TITLE

Technical Support Services Administrator

DEPARTMENT OR FUNCTION

Technical

REPORTS TO

Technical Director & Business Development Manager

CONTRACTUAL TERMS

Permanent

HOURS OR SHIFT PATTERN

08:00-17:00 Monday - Friday

OVERALL JOB PURPOSE:

To be responsible and accountable for all administrative tasks within the Technical Department which support the team in delivering the consistent quality, safety and legality expected of all products grown, imported and marketed to the UK retail base, to ensure that customer service levels are maintained at the highest level.

MAIN RESPONSIBILITIES

1. Undertake full ownership of administrative tasks within the Technical Department. This includes processing customers complaints, new line and label changes sheets, specification amendments, updating trackers, spreadsheets and databases and ensuring all required information is accurately entered on to the appropriate system in a timely manner.
2. Coordinate and support in the collation of customer and audit Due Diligence requirements from the different growers/countries we operate with, in conjunction with Technical Managers and Commercial Managers. Ensure that all relevant information is entered on to the S&A and customer Due Diligence systems in a timely manner and that all relevant documentation is validated as correct. Due to time differences, this may include outs of hours intervention.
3. To be the first point of contact for customers in the absence of the Technical Manager and provide customers with requested information in timely and professional manner.
4. Actively support the Technical team in investigating, resolving and reporting on quality related issues raised internally through audit non-conformances or through customer rejections, complaints or audits.
5. Ensure that all relevant information is communicated to all involved in a timely manner; deal with any internal/external queries than may arise.
6. Ensure self-compliance to all Company and Statutory Rules, Policies and Procedures.

KEY PERFORMANCE INDICATORS

1. All administrative tasks are completed in an accurate and timely manner.
2. All relevant business information is communicated through the correct channels, and in a timely manner.
3. Customer requests are handled in a professional and timely manner.
4. Support is provided to other members of the Technical team when required.
5. Strength of relationship with internal teams, overseas team and customers.
6. Reliability and a flexible approach to change are demonstrated.

KEY SKILLS & BEHAVIOURS

1. Data Analysis and Interpretation: accurate with figures and inputting of information in a timely manner; pays attention to detail, interprets complex information, spots trends and disseminates into meaningful formats to aid effective management decision making.
2. Team Working: able to build and maintain productive working relationships with colleagues at all levels; appreciates own role, the need to prioritise and how that contributes to the overall team effort and year on year growth of the S&A business.
3. Customer Relationship Management: develops productive relationships with external customers; gains respect and trust amongst customer base; enhances company reputation through consistency of approach, knowledge and behaviour, supporting year on year growth with each customer.
4. Communication: selects appropriate communication method based on the needs and sophistication of the target; able to communicate effectively, remain calm under pressure, always courteous and helpful.
5. IT Skills: strong IT skills and a proficient user of MS Office software.

Dated: _____

Signed: _____