**Role Description & Person Profile**

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| **Role** |  |  |
| **Job title** | Customer Support Co-ordinator |  |
| **Division / Dept** | ABN / Compounds Customer Support |  |
| **Location** | Peterborough |  |
| **Team Structure**  Reports to, direct reports, etc**.** | Reports into a regional Team leader.  No direct or indirect reports |  |
| **Description** |  |  |
| **Impact Statement**  Main purpose, focus of the role. | You will be working within a fast paced, dynamic team processing orders and dealing with customer queries (by phone and email) whilst assisting our internal teams (Transport Planning, Operations, Raw Material Planning, Commercial) with delivering our business goals and targets. You will be working with a variety of key stakeholders and so it will be vital to build effective working relationships. Prioritisation and multi-tasking will be key in organising your day-to-day workload |  |
| **Role Objectives**  The key responsibilities and key accountabilities of role. (5 to 10 areas) | * Process customer enquiries, orders and change requests accurately and efficiently in accordance with working processes and protocols to ensure customers always receive a smooth and efficient service and that ABN is regarded as being easy to do business with. * Proactively manage order requirements, anticipating and resolving potential issues in a timely manner to ensure an effective service is provided to the customer. * Liaise with the Manufacturing, Planning, Logistics and Commercial teams to ensure customer requirements are fulfilled at the lowest best possible cost-to-serve. * Ensure that any deviations from planned customer supply is mitigated and clearly communicated to all impacted parties. * Accurately maintain ABN systems and ensure customer records are updated in a timely way. * Provide a clear channel for customer orders through new account creation and maintenance, price and contract processing, order placement/order programming and prescription handling * Handle complaints in accordance with Customer Support procedures and implement preventative actions. * Support an ethos within the Customer Support team which seeks to work collaboratively across ABN with commercial and functional colleagues. * Actively support the embedding of our business behaviours. |  |
| **Key Stakeholders** | The Customer Support Co-ordinators will routinely liaise with their Customer Support Team Leader and will ensure they are regularly updated on progress, successes, and risks in relation to their activities. |  |
| **Scope**  Depth, breath of knowledge application, ability to innovate, complexity of tasks, budgetary responsibility. | The Customer Support Co-ordinator must work with other functions to deliver the continuous improvement of processes and a consistent and controlled service to both internal and external customers. As part of this, they will pro-actively manage customer orders and communicate effectively to all stakeholders.  The postholder will support the Customer Support Team Leaders to improve the efficiency and accuracy of activities including: the set-up of new accounts, the communication of sales reports, provision of information to support customer account planning and decision making, prescription handling, pricing and contracting processing. |  |
| **Person Profile** |  |  |
| **Knowledge**  Consider experience, any formal qualifications genuinely necessary or any key areas of knowledge. Desirable or Essential | * Experience of working in a fast-paced customer support environment. * Experience of working in an administrative role. * Understanding of ABN processes, AX system and customer base. * Experience of forging effective communication networks. * Experience of working in a matrix/cross team environment which draws on functional and cross functional expertise. | **D**  **E**  **D**  **E**  **E** |
| **Key Behaviours**  Consider which of our Business Behaviours are particularly relevant and any role specific behaviours. | ***Prioritise safety***   * Supply correct and accurate information to stakeholders * Prioritise animal welfare and the safety of our people, partners, and customers * Own your decisions and mistakes with honesty and respect   ***Work together***   * Effective communication in a professional and responsible way * Build strong working relationships with key stakeholders * Value the contribution of everyone irrespective of role * Listen and share ideas   ***Solve problems***   * Ask questions – be curious and want to understand to drive improvement * Build knowledge on processes across the business to be able to positively challenge * Be innovative, make suggestions on processes, systems, and products   ***Deliver ambitious goals - Push the boundaries***   * Challenge decisions/behaviour and yourself to do better * Take responsibility for your own progression * Set stretching goals and do what you say you were going to do   ***Celebrate success***   * Provide and receive feedback * Reflect and analyse to contribute to continuous improvements * Share our wins and reflect on our learnings |  |
| **Other Factors**  Travel, shift working, HGV Licence, etc. | The role will require variable working hours to ensure the presence of Customer Support between the operational hours of 08:00 to 17:30. This will include coverage of split shifts and working weekends and bank holidays.  Some occasional national travel will be required to visit customers and operational facilities. |  |