



### Role Description & Person Profile

<b>Job Title</b>	Service Resource Coordinator
<b>Reports to</b>	Service Resource Manager
<b>Business</b>	NMR
<b>Location</b>	Home Based
<b>Direct &amp; Indirect Reports</b>	N/A
<b>Budget Responsibility</b>	No

<b>Role Overview</b> Impact Statement	<p>The Service Resource Coordinator will be responsible for working as part of a team managing the contractor and shuttle resource nationally. They are responsible for recruiting, training, administration and monitoring of all contractors. Customer satisfaction is paramount and therefore ensuring the standard of service is maintained through contractors is important, as is leveraging the voice of the contractors within the organisation. They will need to work closely with service staff in the field and office. They will coordinate shuttle repairs and movements between farm in collaboration with ACs and Service Managers.</p>
<b>Key Responsibilities</b>	<p><b>Service Provision:</b></p> <ul style="list-style-type: none"> <li>• Work with the aim to move data work into the office</li> <li>• Work closely with area manager to ensure farms are receiving the best and most efficient service from us</li> <li>• Schedule milk recording on an ad hoc or permanent basis</li> <li>• Schedule on-farm training using members of the service team and/or contractors</li> <li>• Provide online training sessions for THOR and other required systems</li> <li>• Work closely with area manager to maintain contractor relationships</li> <li>• Create and maintain control sheets for each contractor</li> <li>• Move existing farms to data processing team where possible</li> <li>• Work closely with ASM and data processing to plan for farm movement</li> <li>• Rearrange farms when required on temporary or permanent basis</li> </ul>

	<ul style="list-style-type: none"> <li>• Arrange emergency cover using existing contractors or employees</li> </ul> <p><b>Shuttle Provision:</b></p> <ul style="list-style-type: none"> <li>• Arrange servicing</li> <li>• Arrange shuttle repairs</li> <li>• Work with ACs and Service Managers to ensure that shuttles are moved between farms and shared between employees where required</li> <li>• Arrange transportation when needed</li> <li>• Send our shuttle spares when required</li> <li>• Deal with ad hoc maintenance issues</li> <li>• Provide over the phone/Teams shuttle support</li> </ul> <p><b>Ongoing Training:</b></p> <ul style="list-style-type: none"> <li>• Assist in maintaining knowledge base for contractors</li> <li>• Schedule standards visits using ACs</li> <li>• React to various KPI problems and resolve these with contractors and/or using the service delivery team</li> </ul> <p><b>Contractor Pay:</b></p> <ul style="list-style-type: none"> <li>• Collate pay claims from contractors and add into CRM</li> <li>• Add additional claims into pay system</li> <li>• Review errors or overpayments with contractor</li> <li>• Resolve contractor pay queries</li> </ul>
<p><b>Key Stakeholders</b></p>	<ul style="list-style-type: none"> <li>• Service Managers</li> <li>• Service Resource Manager</li> <li>• Area Coordinators</li> <li>• Head of Sales</li> <li>• Other sales specialists</li> <li>• Customer support</li> </ul>
<p><b>Other Factors</b> Travel, shift pattern, working hours, Licence type etc.</p>	<p>Driving licence essential Prepared to travel where reasonably needed in the UK, overnight stays may be required.</p>



## Person Profile

Required experience, qualifications, and necessary knowledge	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Detail orientated and able to see the bigger picture</li> <li>• Relationship management skills/ability to have difficult conversations</li> <li>• Excellent organisational skills</li> <li>• Highly computer literate</li> <li>• Experienced in THOR</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of dairy herd performance, farm management, and data-driven farm solutions.</li> <li>• Experience in cross-functional collaboration within a wider commercial organisation.</li> <li>• Background in logistics, field service, agriculture, or dairy/milk recording environments</li> <li>• Experience delivering training</li> <li>• Understanding of workforce planning and route/area optimisation</li> <li>• Experience using CRM or field service management systems</li> </ul>

<p><b>Key Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Collaborative, adaptable, and proactive in seeking opportunities.</li> <li>• Passionate about the dairy industry and supporting farmers to achieve success.</li> <li>• Builds trust and long-term relationships through proactive engagement and support.</li> <li>• Takes ownership of issues, ensuring timely resolution.</li> <li>• Uses data and insights to inform decisions and add value to customer interactions.</li> <li>• Works effectively with colleagues across departments and partner organisations to deliver joined-up solutions.</li> <li>• Shares knowledge and best practices to support team success.</li> <li>• Responds positively to change and seeks ways to improve processes and customer experience.</li> <li>• Keeps up to date with industry trends and company initiatives.</li> </ul>
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<b>AB Agri High Performance Framework</b>	<p>Our high-performance framework is a set of guiding behaviours which have been created with people from across our businesses to enable great performance across the organisation. The focus is on what you can do to demonstrate high performance in your role, as well as the behavioural inputs to assist you getting there.</p> <ul style="list-style-type: none"> <li>• Pioneering – Curious, spirited and bold. We lead the right way.</li> <li>• Excellence – We seek excellence in all that we do.</li> <li>• Growth – We create ways for our people and customers to thrive. That’s how we keep making a difference.</li> </ul>

