



Job Title	Export Co-ordinator								
Job Level	5								
Location	Girvan								
Business Unit	Distilling & Technical								
Function	Distilleries Customer Relations								
Leader	Planning and Reporting Team Leader								
Role Purpose To support the Stocks Business Unit by managing all bulk spirit Global Customer Exports, including best in class customer service and export documentation, that complies with HMRC guidelines. Ensuring that all Customer orders are delivered on time in full without any customs clearance issues at port of entry.									
Responsibilities <ul style="list-style-type: none">• Expert for bulk spirit exports globally within D&T ensuring all legislation is adhered to and embedded in our process ensuring compliance with all required legislation• Manage the end-to-end customer experience for mature spirit exports, providing the best service through timely responses, proactive problem solving and addressing feedback from the customer.• Process customer orders daily, providing acknowledgement to the customer within 24 hours of the initial request and fulfilment of the order in line with commercially agreed terms of sale.• Manage the database for all new customer accounts, ports, shipping agencies and hauliers and update the Distillery Records and Management System (DRAMS) and E-Customs.• Manage customer delivery schedules in order to meet 98% of customer demand on time, in full at lead-time and to the specified quality.• Develop and report appropriate measures for Customer service and OTIF.• Accountable for the Weekly SDVS verification for all Exports• Process Customer Complaints within the agreed Service Level• Co-ordinate the key account customer base for mature spirit trading to effectively manage key stakeholders. This requires liaising daily with Liquid Supply, external customers, the Tank Farm & the Planning/Scheduling team for all transport deliveries.• Support absence/holiday cover within the Planning/Logistics team.									
Key Performance Metrics:									
<table><tr><th>KPI</th><th>Description</th></tr><tr><td>1. Service</td><td>Export legislation is adhered to and changes embedded into our processes Export Plans are prepared OTIF with appropriate documentation. All Customer queries are answered within 24 hours of receipt.</td></tr><tr><td>2. Customer Satisfaction</td><td>Customer satisfaction is measured annually with appropriate improvement plans and meets or exceeds target Process customer requests within Lead Time</td></tr><tr><td>3. Compliance</td><td>All Export orders are managed and executed to HMRC legislation by country of Export and destination, right 1st time</td></tr></table>		KPI	Description	1. Service	Export legislation is adhered to and changes embedded into our processes Export Plans are prepared OTIF with appropriate documentation. All Customer queries are answered within 24 hours of receipt.	2. Customer Satisfaction	Customer satisfaction is measured annually with appropriate improvement plans and meets or exceeds target Process customer requests within Lead Time	3. Compliance	All Export orders are managed and executed to HMRC legislation by country of Export and destination, right 1 st time
KPI	Description								
1. Service	Export legislation is adhered to and changes embedded into our processes Export Plans are prepared OTIF with appropriate documentation. All Customer queries are answered within 24 hours of receipt.								
2. Customer Satisfaction	Customer satisfaction is measured annually with appropriate improvement plans and meets or exceeds target Process customer requests within Lead Time								
3. Compliance	All Export orders are managed and executed to HMRC legislation by country of Export and destination, right 1 st time								

Values



BE PROUD

We are proud of our brands, our heritage, and our commitment to superior quality in our products



BE RESPONSIBLE

We expect every individual and their teams to be accountable and to perform to their full potential



BE SUSTAINABLE

We wish to make a positive contribution to our communities and to our environment



BE PROFESSIONAL

We value integrity, transparency, professionalism and constructive debate within a team working culture



BE ENTREPRENEURIAL

We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



THINK LONG TERM

We are proud of our brands, our heritage, and our commitment to superior quality in our products

Core Competencies:

Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses

Writing and Reporting

- Writes clearly, succinctly and correctly
- Writes convincingly in an engaging and expressive manner
- Avoids the unnecessary use of jargon or complicated language
- Writes in a well-structured and logical way
- Structures information to meet the needs and understanding of the intended audience

Applying Expertise and Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

Coping with Pressures & Setbacks

- Works productively in a pressurised environment
- Keeps emotions under control during difficult situations
- Balances the demands of a work life and a personal life.
- Maintains a positive outlook at work.
- Handles criticism well and learns from it.

Adapting and Responding to Change

- Adapts to changing circumstances
- Accepts new ideas and change initiatives
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards cultural and religious differences.
- Deals with ambiguity, making positive use of the opportunities it presents.

Planning and Organising

- Sets clearly defined objectives
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Identifies and organises resources needed to accomplish tasks
- Manages time effectively
- Monitors performance against deadlines and milestones

Skills and Qualifications:

Essential:

- Knowledge and understanding of distribution procedures and documentation requirements with a comprehensive understanding of supply chain processes in D&T
- Proven ability to analyse and interpret statistical information
- Highly PC literate (MS systems, access database) with ERP systems knowledge
- Knowledge and experience in the relevant areas of H & S legislation, HMR&C compliance and the application of best practice initiatives
- Pragmatic problem solver with the ability to contend and deliver with conflicting priorities
- Excellent interpersonal skills and ability to build excellent working relationships
- Ability to influence and negotiate.

Desirable:

- Educated to higher level, preferably mathematical or science based.
- Drums Working knowledge
-



Created by:	Dianne Kendrick
Date:	25/04/19
HRBP:	
Date of last revision:	