## ROLE PROFILE

|  |  |
| --- | --- |
| **Role Title** | **Operations Support Administrator – Dufftown** |
| **Internal Reference** | OBU-0202 |
| **Business Unit / Group Function** | OBU |
| **BU Team / Sub-Function** | Group Distilling & Technical |
| **Location** | Dufftown |
| **Team Leader Role** | Spirit Supply Area Leader |
| **Role Level** | 5 |
| **Team Members** | No |
| **Role Purpose**  To provide administrative support to Spirit Supply operations to ensure an efficient and effective service. Maintain and enhance process compliance and efficiency through continuous improvement to enable the business to meet and exceed customer expectation | |
| **Accountabilities**  • Maintain and enhance efficiency and quality of spirit and wood processing procedures within spirit supply by supporting data collation and interpretation for departmental KPIs and business reporting • Enter and review DRAMS transactions for efficiency and losses, filling or disgorging activity, transport and warehouse movement. Support investigations of any loss activity • Administrative support Cooperage  • Time management registration of the Spirit Supply teams • Raise and manage purchase order process through IFS for Spirit Supply • Administer the stock take process, including investigation and reporting • Support operations and planning improvement activity to enhance spirit supply effectiveness. • Identify opportunities within the data handling process and support delivery of improvements. • Support management systems in the spirit supply compliance area, namely ISO9001:2010, OHSAS18001, HMRC and Spirit Verification.  • Follow and comply with all WGW processes, standards and guidelines in the performance of your role, reporting any non-conformances in a timely manner. • Work collaboratively with peers and colleagues, and apply learnings from identified training and development activities required to perform in role | |
| **Created by:** | Joseph Sammons |
| **Creation Date:** | 08/11/2021 |
| **HRBP:** | Mark Beattie |
| **Date of last revision:** | 08/11/2021 |