




<b>Job Title</b>	<b>Customer Relations Administrator</b>
<b>Job Level</b>	5
<b>Location</b>	SBP
<b>Business Unit</b>	Group Packaging & Supply Chain
<b>Function</b>	Supply Chain
<b>Leader</b>	Customer Relations Team Leader
<b>People Leadership</b>	N/A
<b>Role Purpose</b>  To ensure we provide best in class customer service to our global customers and distributors the role supports our Customer Relations team in creating and collating documentation required to accompany our orders to their final destination.	
<b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Support Customer Relations Coordinators with administrative tasks related to the customer order process, which will include running order book reports, sourcing and preparing internal and external documentation.</li> <li>• Follow all necessary controls to ensure we are HMRC Compliant (hard copy files retained for 7 years), ensuring any documentation is fully compliant with process.</li> <li>• 100% accuracy is required to ensure there are no service issues related to documentation that is supplied</li> <li>• Ensure that we maintain targeted turnaround required on documentation requirements and record and monitor progress and escalate if not achievable.</li> <li>• Ensure that costs are minimised and the most efficient and cost effective approach is used when preparing documents.</li> <li>• Coordinate the sample order process, organising supply of FOC stock for various areas of the business</li> <li>• Contributes to developing and maintaining strong relationships with the internal and external stakeholders to ensure efficient responses and cross team collaboration.</li> <li>• Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&amp;S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy.</li> </ul>	
<b>Values</b> <div> <div>  <p><b>BE PROUD</b> We are proud of our brands, our heritage, and our commitment to superior quality in our products</p> </div> <div>  <p><b>BE RESPONSIBLE</b> We expect every individual and their teams to be accountable and to perform to their full potential</p> </div> <div>  <p><b>BE SUSTAINABLE</b> We wish to make a positive contribution to our communities and to our environment</p> </div> <div>  <p><b>BE PROFESSIONAL</b> We value integrity, transparency, professionalism and constructive debate within a team working culture</p> </div> <div>  <p><b>BE ENTREPRENEURIAL</b> We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement</p> </div> <div>  <p><b>THINK LONG TERM</b> We are proud of our brands, our heritage, and our commitment to superior quality in our products</p> </div> </div>	
<b>Created by:</b>	Martine Graham
<b>Date:</b>	5 <sup>th</sup> March 2021
<b>HRBP:</b>	
<b>Date of last revision:</b>	