

# JOB DESCRIPTION



SECTION 1 – IDENTIFYING INFORMATION			
Job Title	Customer Supply Chain Administrator	Department	Customer Service
Function	Supply Chain	Site	Peterborough
Date	22.07.25	Approved by (manager)	

SECTION 2 – JOB SUMMARY
<p>The Customer Supply Chain Administrator plays a vital role in delivering an outstanding customer experience by acting as the trusted central point of information for both customers and internal teams. This role blends exceptional customer service with precise data management to ensure every interaction not only meets but exceeds customer expectations.</p> <p>You will be the primary contact for customers via email and phone, providing prompt, clear, and accurate updates on orders and stock availability. Beyond this, you'll champion the customer's voice within the business — translating their needs, feedback, and concerns into actionable insights for internal teams to ensure service is continually tailored and improved.</p> <p>A key responsibility is producing timely, accurate reports and system updates, delivering information that is 'right first time' to support seamless operations and empower teams to respond proactively to customer needs.</p> <p>You will also engage in bespoke customer projects, driving initiatives that create meaningful value and positive outcomes ('WINS') for both customers and the business, consistently going above and beyond to build trust and foster long-term partnerships.</p>

SECTION 3 – KEY ACCOUNTIBILITIES	% OF TIME
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>Respond promptly and professionally to customer queries regarding orders and deliveries via email and telephone, ensuring all responses meet agreed SLAs.</li> <li>Proactively communicate with customers when orders are amended or stock shortages occur, keeping them fully informed and supported.</li> <li>Collaborate closely with our commercial and accounts teams to resolve customer issues and deliver a seamless service.</li> <li>Coordinate with logistics partners to manage and, where necessary, rebook deliveries, ensuring minimal disruption to the customer.</li> <li>Handle and process customer complaints effectively, aiming for swift and satisfactory resolutions.</li> <li>Arrange uplifts and returns from customer depots, ensuring all processes are smooth and customer friendly.</li> </ul>	70%
<p><b>System Work and Reporting</b></p> <ul style="list-style-type: none"> <li>Enter and maintain purchase orders accurately in our ERP system (M3), ensuring data integrity and timely processing.</li> <li>Amend existing orders and individual order lines in M3 as customer requirements or stock availability change, keeping all stakeholders informed.</li> <li>Perform regular system checks, stock reconciliations, and generate accurate reports from M3 to support decision-making and maintain operational accuracy.</li> </ul>	25%
<p><b>Projects</b></p> <ul style="list-style-type: none"> <li>Actively contribute to the delivery of strategic projects that support the overall business strategy, ensuring that customer experience remains a central focus in all initiatives.</li> <li>Collaborate with cross-functional teams at various levels to implement improvements that enhance service, streamline processes, and create value for both customers and the business.</li> </ul>	5%

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## SECTION 4 – EDUCATION & EXPERIENCE

Education Level (i.e. Degree, Prof. Quals., etc)	<ul style="list-style-type: none"> <li>Minimum GCSE (or equivalent) in English and Maths at grade C/4 or above.</li> <li>Further education, professional qualifications, or training in customer service, business, or supply chain (desirable but not essential).</li> </ul>
Years Experience (i.e. Relevant experience, Industry Experience, Management level experience, etc)	<ul style="list-style-type: none"> <li>Minimum of 5 years' experience in a customer service role, with a strong track record of delivering exceptional customer experiences.</li> <li>Hands-on experience working with ERP systems (e.g., M3 or similar) to manage orders, stock, and reporting.</li> <li>Solid understanding of supply chain processes and terminology, with the ability to translate operational data into meaningful information for customers and internal teams.</li> <li>Excellent communication, organisational, and problem-solving skills, with a customer-first mindset and a proactive approach to resolving issues.</li> </ul>
Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc)	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills, able to engage clearly and confidently with customers and internal stakeholders at all levels, maintaining a consistently high standard.</li> <li>Passionate about customer service, always putting the customer first and going the extra mile to resolve issues effectively.</li> <li>Tenacious and resourceful problem solver, with the confidence to challenge and improve existing processes to enhance service and efficiency.</li> <li>Strong team player who collaborates effectively and contributes positively within a fast-paced team environment.</li> <li>Good time management skills, able to prioritise tasks and deliver quality work to tight deadlines and under pressure.</li> <li>Self-motivated and proactive, capable of using initiative and working independently with minimal supervision.</li> <li>Experience with Excel and ERP systems is highly desirable to support accurate data management and reporting.</li> </ul>

## SECTION 5 – DIMENSIONS & SCOPE

Budgetary Responsibility: None	Direct/Indirect Budget: None	Size/Amount: N/A
Other key dimensions (e.g. sales, products, skus, reports, invoices, etc) Please put description and numbers	N/A	

## SECTION 6 – CONDITIONS OF ROLE

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State any conditions for role (e.g. Travel requirements, site specific/multi-site, Physical conditions i.e. Hot/Cold, indoors/Outdoors, hazardous, etc)	
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SECTION 7 – POSITION IN ORGANISATION		
<b>Peer Positions (list below)</b>	Team Size (if none put 0)	0
	Reports to (Job Title)	Customer Service Manager
	<b>PLEASE ENSURE YOU ATTACH CURRENT ORGANISATION CHART</b>	

SECTION 8 - SIGNATORIES			
Job Holder Signature		Manager Signature	
Name		Name	
Date		Date	