
VACANCY

Goods In Administrator

Based at 130 Park Drive, Milton Park

Monday to Friday 8.00am – 4.00pm

A permanent vacancy has arisen for a Goods-In Administrator working as part of the team to ensure departmental targets are met as a whole. Working with your line manager to promote change that will facilitate improvement and ensure high standards of quality and productivity are maintained.

Tasks involved in this role include:

- resolving and responding promptly to telephone and written queries from both customers and publishers
- proactively liaising with both publishers and customers to maintain a first rate working relationship
- liaising with all other Bookpoint departments to achieve swift problem solving and maintain good communication internally and externally
- dealing with printers to take delivery information for bookings
- collating Goods in keyed figures for end of month reports
- updating Goods in Diary database with booking information from Printers/Hauliers

The ideal candidate will:

- have a professional and good communication skills
- be PC Literate with good numeric and analytical skills
- have experience of working as part of a team
- be self-motivated, task driven, able to manage workload and meet strict deadlines
- have good attention to detail
- have knowledge of Microsoft programs and Vista

If you are interested in applying for the position, please send a completed application form or CV and cover letter to resourcing.hukd@hachette.co.uk by no later than **Monday 10th Sept 2018**.

Shortlisting will take place on 11th Sept 2018 and interviews on 12th & 13th Sept 2018.

For more information, or to obtain an application form, please contact the Bookpoint HR Department. Hachette UK Distribution is an equal opportunities employer and employs people on the basis of their abilities.

JOB DESCRIPTION

Position:	Goods In Administrator
Department:	Goods In/Process Control
Reports to:	Process Control Supervisor
Direct Reports:	None
Hours:	35 per week, Mon – Friday, 8.00 – 16.00
Issued:	August 2018

JOB SUMMARY:

The overall objective of the Goods In Administrator involves working as part of the Goods in/Process Control team to ensure departmental targets are met as a whole, working with your line manager to promote change that will facilitate improvement to ensure continued high standards of quality and productivity are maintained.

RESPONSIBILITIES:

Customer/Client Relations

Resolve and respond promptly to telephone and written queries from both customers and clients in line with key performance indicators in order to meet customer needs.

Proactively liaise with both clients and customers via telephone and e-mail to maintain a first-rate working relationship.

To liaise effectively with all other Bookpoint departments to achieve swift problem solving and maintain good communication internally and externally.

Advise and liaise with other departments to control the workflow through Operations in scheduling Remainder orders and large title deliveries through Goods in

Collating of Goods in figures for Month end reporting

Updating of the Goods in Diary with Booking information from Printers/Hauliers

Job specific duties

To effectively plan and prioritise workload in order to meet strict deadlines.

Promptly advise and escalate to the supervisor/manager any on-going issues or queries you are unable to resolve.

Ensure high standards of quality and productivity are maintained in accordance with our internal quality programme and ISO 14001:2004).

General

Ensure Quality, Health and Safety and Environmental standards and all related company policies are adhered to, raising any issues to the relevant parties as appropriate.

Take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.

Any other duties as may be reasonably requested in line with the job role.

Date: August 2018

PERSON SPECIFICATION:

Essential Factors	Desirable Factors
<p><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Professional telephone manner, able to develop working relationships with customers and clients • PC literate • Knowledge of Microsoft programs e.g. Word, Access, Excel, Outlook etc. 	<p><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Knowledge of the Vista system (not essential) • A good knowledge of the publishing industry
<p><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Good organisation skills • Good attention to detail • Must be flexible • Able to manage workload and meet strict deadlines • Self-motivated but also a team player • Reliable 	<p><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Task driven • Keen to develop personal skills • Good influencing and negotiating skills • Works well as part of a Team