|  |
| --- |
| SECTION 1 – IDENTIFYING INFORMATION |
| Job Title | UK Customer Services Manager |  |  |
| Function | Supply Chain | Site | UK – based Histon/Peterborough |
| Date | January 2025 | Approved by(manager) | James Cranfield |

|  |
| --- |
| SECTION 2 – JOB SUMMARY |
| The Customer Services Manager is responsible for overseeing and improving the delivery of exceptional customer service. They manage the customer service team, develop service standards, and implement strategies to enhance customer satisfaction, retention, and overall experience.They are also responsible for ensuring seamless integration between supply chain operations and customer needs.Always demonstrate and be an advocate of the Hain Values.  |

|  |  |
| --- | --- |
| SECTION 3 – KEY ACCOUNTIBILITIES | % OF TIME |
| **Management of Team*** Recruit, train, and mentor customer service representatives.
* Supervise daily operations, set performance objectives, and conduct performance evaluations.
* Provide coaching and support to ensure team productivity and morale.
* Carry out staff appraisal, setting SMART objectives and disciplinary as necessary
 | 20% |
| **Customer Centricity Approach*** Analyze customer feedback to identify trends and areas for improvement.
* Develop strategies to improve customer satisfaction and loyalty.
* Implement new tools and technologies to optimize the customer service process.
 | 15% |
| **Customer Management*** Address escalated customer inquiries and complaints effectively.
* Build and maintain strong relationships with customers to understand their needs and expectations.
* Address and resolve customer issues related to orders, deliveries, and logistics.
* Monitor and enhance customer interactions to ensure a positive experience.
* Build long-term relationships with key customers and stakeholders.
 | 20% |
| **Operational Management*** Develop and implement customer service policies, procedures, and standards.
* Monitor service metrics and KPIs to assess performance.
* Collaborate with other departments to resolve cross-functional issues.
 | 15% |
| **Reporting*** Prepare regular reports on customer service performance.
* Track key metrics such as response times, resolution rates, and customer satisfaction scores
 | 10% |
| **Management of budget, costs, forecasting*** Prepare budget & forecast
* Timely/accurate reporting of weekly/monthly costs in the business
* Control costs within budgetary constraints
* Ensure key performance measures are in place and reviewed regularly
 | 5% |
| **Liaising with internal functions*** Engage internally and be the voice of the Customer within the organisation
* Ensure that all internal functions understand the needs of the customer and what actions they need to take to ensure we deliver on our promises
* Drive Strategic and project initiatives cross functionally
 | 15% |

|  |
| --- |
| SECTION 4 – EDUCATION & EXPERIENCE |
| Education Level (i.e. Degree, Prof. Quals., etc) | * A level or Degree standard
* Specialist Knowledge of Supply Chain and Customer Management across UK and EU preferably in FMCG
 |
| Years’ Experience (i.e. Relevant experience, Industry Experience, Management level experience, etc) | * Be able to demonstrate specific knowledge and experience in similar role
* Computer and system literacy
* Ability to demonstrate man-management and leadership skills
* Ability to demonstrate good financial control and management
* Strong experience in developing and implementing strategies and process in order to sustain a value chain
* Strong analytical and data analysis skills, problem solving techniques, structuring of complex projects
* Demonstrate ability to define processes, process adherence metric that drive efficiency, measure performance and reduce cost.
 |
| Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc) | The post holder is expected to carry out the following duties in order to fulfil the position to a satisfactory level: * Ability to work in a fast pace, dynamic and rapidly changing environments, on a global scale
* A brilliant communicator + networker, demonstrate gravitas in meetings with our customers
* Proactive in taking the lead and finding solutions to problems that have been identified.
* • Strong communication skills and experience in liaising with different internal and external stakeholders across EMEA regions (suppliers, clients/accounts/customers
* Adhere to Company’s Equal Opportunities and Health & Safety Policies.
* Ensure high quality standards and hygiene are maintained.
* Adhere to Company Financial procedures.
* Respect individual and Company confidentiality rights.
* Demonstrate a positive and committed attitude.
* Support a culture of continuous improvement.
* Show commitment to personal and team development.
* Demonstrate a flexible approach.
* Progressive strategic leadership
 |

|  |
| --- |
| SECTION 5 – DIMENSIONS & SCOPE |
| Budgetary Responsibility | Direct/Indirect Budget | Size/Amount |  |
| Other key dimensions(.e.g. sales, products, sku’s, reports, invoices, etcPlease put description and numbers | * Managing a pre-agreed budget
* Operating within the agreed budget
* Recommend, initiate and project manager appropriate projects relating to group activities
* Authority to hire and terminate in conjunction with Hain Celestial Procedures.
* Budget responsibility of $1.5m
 |

|  |
| --- |
| SECTION 6 – CONDITIONS OF ROLE |
| State any conditions for role(e.g. Travel requirements, site specific/multi-site, Physical conditions i.e. Hot/Cold, indoors/Outdoors, hazardous, etc) | Travel to sites across EU and UK will be required. Fluent in English and other languages considered a plus |

|  |
| --- |
| SECTION 7 – POSITION IN ORGANISATION |
| **Peer Positions (list below)** | Team Size (if none put 0) | 0 |
|  |
|  | Reports to (Job Title) | VP INT Supply Chain |
|  |
|  | **PLEASE ENSURE YOU ATTACH CURRENT ORGANISATION CHART** |
|  |

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