

Job Description

Job Title	Building Development Specialist	Employee Name	
Reporting to	Procurement Manager	Responsible For	
Location	Honingham Thorpe, Colton, and any other reasonable locations as required.		

Overview of Role

Working as an integral part of the General Inputs team you will deliver a smooth procurement process based on members building, agricultural & business supply needs and requirements. With specialism towards working with members on large scale building projects.

Duties and Responsibilities - Role

- Service member requirements around new build or large-scale projects
- Work with the General Inputs Coordinators to identify new or large-scale building projects
- Act as single point of contact with members on new or large-scale building projects
- Work with members and suppliers to deliver a smooth procurement process
- Dedication to outstanding customer service
- Take responsibility and accountability for procuring within the building, agricultural & business supply chain
- Record and maintain members quotations on the database to facilitate the progress of a quotation through to acceptance or refusal
- Investigate the reasons for unsuccessful quotations, reporting on these to the PM and providing feedback for escalation where necessary
- Work as part of the wider trading team to promptly answer calls and deal with member enquiries including order taking and processing
- Proactively identify new business opportunities for AF, working towards increasing member commitment and volumes
- Assist the Pillar Billing Support where necessary to facilitate prompt member/supplier query/billing resolution
- Proactively identify process improvements
- Support the wider business as required
- Attend Supplier meetings as required
- Ensure members are kept updated with progress on their orders

Performance Measures

- High level of success in conversion of quotations
- Presentation of member quotations delivered in an accurate and timely fashion
- Team responsibility and accountability for the shared team inboxes
- Work completed in advance of or to agreed deadlines
- All duties and responsibilities kept up to date and appropriately handed over to be suitably covered prior to annual leave or planned absence

Person Specification

Qualifications & Experience

- Knowledge or experience of procurement within the buildings and/or agricultural merchants
- Confident at communicating efficiently, effectively and professionally with all stakeholders
- Excellent IT and data management skills including Microsoft Office packages
- Excellent attention to detail
- Capable of working both independently and as part of the General Inputs team and wider pillar
- Demonstrable dedication to excellent customer service

Personal Qualities

- Drive, enthusiasm and resilience - we work in a multi-faceted and challenging environment
- Strong customer service ethos
- Sense of ownership and pride in your performance and its impact on company's success
- Commitment to attain delivery goals and personal objectives
- Professional and approachable personality, expert at building rapport with stakeholders
- Initiative and self-confidence
- Experienced user of Microsoft Office packages, especially Excel
- Views problems as challenges that we work together to resolve
- Patient, good at planning and methodical in your approach to work
- Pro-active in your work and always thinking 'what's next to do' and 'what can I improve?'

Values

Service - **We will delight you in every transaction.**

- We understand and agree people's expectations and accurately fulfill them
- We care and demonstrate empathy in every interaction
- We build genuine and long-term relationships
- We work at a consistently high standard and provide the best quality service
- We communicate in a positive and professional way
- We leave a lasting and positive impression
- We get things right and don't cut corners

Excellence - **We strive to be outstanding in everything we do.**

- We go above and beyond agreed expectation
- We listen and understand people's requirements
- We share expertise and knowledge
- We take responsibility

Responsibility - **We do what we say we'll do, with integrity.**

- We understand the impact of our actions and act accordingly
- We act with integrity and in the interests of AF, its people and the communities in which we do business
- We are responsible and ethical
- We are motivated and act in an efficient and productive way
- We take ownership and see things through

Value - **We add value.**

- We ask the right questions to understand people's needs
- We ensure we provide ease of purchase, continuously improving our processes
- We act on requests in a timely way
- We get things right first time, providing an efficient, reliable and trusted service
- We identify beneficial opportunities across all of our services
- We see and think beyond people's initial needs, helping to propose and deliver solutions
- We plan and are well prepared
- We forge strong relationships built on trust and commitment

Signed (Employee):

Signed (Manager):

Date: