

## Job Description

<b>Job Title</b>	General Inputs Coordinator	<b>Employee Name</b>	
<b>Reporting to</b>	Procurement Manager	<b>Responsible For</b>	
<b>Location</b>	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.

### Duties and Responsibilities - Role

- 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 procurement team to promptly answer calls and deal with member enquiries including order taking and processing
- Identify large-scale building projects and liaise with Building Development Specialist as appropriate
- 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:**