

## Job Description

<b>Job Title</b>	Crop Production Administrator	<b>Employee Name</b>	
<b>Reporting to</b>	Head of Crop Production	<b>Responsible For</b>	n/a
<b>Location</b>	Honingham Thorpe, Colton, and any other reasonable locations as required.		

### Overview of Role

Working as an integral part of our Crop Production team you will be supporting business growth within the seed, fertiliser and crop protection purchasing team. As a group we are focussed on ensuring that our farmer members receive excellent customer service coupled with building strong relationships throughout the supply chain.

### Duties and Responsibilities

- Dealing with members order requests via phone and email, placing these orders with suppliers
- Managing and developing the supply chain from placement of orders to delivery for assigned suppliers
- Supporting member's with additional requests such as data or product label information
- Assisting with administrative tasks as required
- Ensuring member and supplier invoice queries are promptly managed
- Involvement in the organisation/planning of special interest groups and other member events
- To develop the arable inputs business through the production, analysis and presentation of data
- Analysis of member spend; product purchases and plans etc. – regular and ad-hoc reporting
- Working with other members of the team to monitor and manage product forecasts
- Analysis of results from member surveys and market data.
- Bright, pleasant and dedicated to great customer service.
- Working on other tasks as required – we're here to get the job done!

### Performance Measures

KPIs are to be confirmed when in post

### Person Specification

Our new Crop Production Administrator will be an enthusiastic and methodical individual who has a passion for organising and offering general support to the wider Crop Production team. They will also be excellent communicators, have an unrivalled ability to work with many stakeholders, both internally and externally, and have a passion for giving everyone they deal with the best possible customer service.

### Qualifications & Experience

#### Essential

- Strong IT and data presentation/analytical skills, including Microsoft Office – especially Excel.
- Confidant at communicating pleasantly and professionally with all of our stakeholders.
- Excellent attention to detail, together with a 'can-do' attitude are both essential for this busy and varied role
- Team orientated, able to establish rapport and become part of an engaging team

#### Desirable

- Experience of the arable inputs supply chain or arable farming desirable but not essential

## Personal Qualities

- Drive, enthusiasm and resilience - we work in a multi-faceted and challenging environment
- Sense of ownership and pride in your performance and its impact on company's success
- Commitment to attain delivery goals and personal objectives
- Strong interpersonal skills.
- Friendly and approachable personality, expert at building rapport
- 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):**

**Date:**

**Signed (Manager):**

**Date:**