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### Role Mandate

Job Title:	Nupharm Direct Trading Facilitator
Function /CFBU:	Procurement
Dimensions of the Job:	No Direct Reports
Reports to:	Group Generic Category Manager
Location:	Runcorn

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### Job Summary:

To ensure the smooth and expeditious delivery of goods and services for nominated Nupharm Direct and Numark accounts through a cohesive interface with Sales, Purchasing, Operations and Finance

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### Responsibilities :

- Act as a primary contact for any bespoke or tailored orders received from customers via Nupharm Direct or Field Sales Forces
- Interface with Phoenix Sales Personnel and Customers concerning receipt of Customer orders and regularly update them on order progress as required
- Interface with the Group Generic Category Manager or relevant Category Manager to ensure orders are placed against suppliers in a timely manner.
- Monitor the status of outstanding supplier orders and interface with depot Goods In to ensure supplier orders are received in a timely manner, highlighting any issues with the Group Generic Category Manager or relevant Category Manager
- Monitor order collation in depot, co-ordinate deliveries and receive and respond to any customer queries relating to such
- Maintain Service Level Agreement trackers monitoring performance against requirement for delivery to customers
- Assessing any short dated or damaged stock queries raised by customer, interfacing with customer, depot, telesales, purchasing and quality to facilitate any agreed customer returns
- Raise orders with manufacturers as and when as directed by the purchasing or telesales team
- Carry out other duties as required and designated by the Group Generic Category Manager

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Key Experience,  
Knowledge, Skills &  
Qualifications:

**Key Experience**

Administrative and Commercial background with exposure to a purchasing or trading environment being desirable.

**Knowledge and skills**

Good communication, literacy and numerate skills.

Competent at time management and multitasking. Organised and able to operate in a high pressure environment

Attention to detail, helpful with a positive outlook. Good team player. Self-motivated and able to contribute to debate

**Qualifications**

Minimum 5 GCSE's including Maths and English

Minimum intermediate Microsoft Office in Word, Excel and Outlook. Access would be an advantage

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Key Interfaces

Group Generic Category Manager, PI Purchase Manager, Nupharm Direct Sales Operatives, all relevant depot contacts, all relevant Numark Sales Contacts, all relevant customer facing contacts

### Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

### Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement

Business

Customer

Quality

People

### Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

### Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement