

The logo for Vanden, featuring the word "Vanden" in a bold, white, sans-serif font with a registered trademark symbol (®) to the upper right. The text is centered within a solid red rectangular background.

Vanden®

Supply and Customer Service Administrator

Supplier and Customer Service Administrator

Be part of something special. Join Vanden Recycling UK.

At Vanden, we are passionate about transforming waste into a valuable commodity. Our mission is to make it simple for businesses to deal with their waste in an environmentally responsible and cost-effective way.

Since we started on our journey, back in 2005, we have gone from strength to strength. We have developed a worldwide presence, serving hundreds of customers in over 20 countries. Moreover, we have grown a robust and capable team of colleagues who are dedicated and loyal.

Our recycling facility based in Whittlesey (PE7 2EX), which opened in March 2017, specialises in the collection of a variety of plastic and polymer processing and manufacturing industrial waste across the UK. Such material includes everything from production over-runs, offcuts, lumps/purge and packaging from polymers such as ABS, HDPE, LDPE, MDPE, PC, PET, PP, PS and PVC.

We are looking for a Supplier and Customer Service Administrator that not only has excellent communication skills, in all forms, but an ability to communicate and relationship build at all levels of our organisation. You are a collaborative team player ready to use your people skills and have a love of accurate reporting of data to drive a right 1st time approach to the administration of our PE7 business.

The current landscape:

At a sector level, the industry is experiencing a surge of interest. As plastics gain increased media coverage, scrutiny is on unrecyclable plastics, which will lead to significant packaging design changes. The result is a larger volume of recyclable plastic which with greater public and industry awareness will result in favourable business conditions, particularly for our production site in the UK.

Organisationally, we face an opportunity to establish Vanden's position: capable of leading the way in creating an efficient and vertically integrated supply chain. As a result, we need the right people in place; and we are expanding our Administration Team to support us in our ambitious aims and develop the business further.

The invitation:

It is indeed an exciting time to join Vanden. We are in a strong position, and we are confident that with the right team, we can go from success to success. To join us on this exciting journey, we need brilliant people who share our ambition and are ready for the next, most exciting part of our story: could that be you?

Person Specification

Essential Duties and Responsibilities:

- Answering phone calls in timely and professional manner- whether it needs to be redirected, message taken or dealt with immediately
- Have experience in using Word, Excel, Outlook, any ERP system and is keen to continue to learn to a high level
- Booking transport In and Out, exchanges, parcel collections, sending samples, postage
- Issue packing lists to suppliers and customers within set deadlines
- Meet and greet visitors according to Vanden Values to the site and ensure that they sign in and are issued with the correct P.P.E.
- Replenishment of office stationery
- Participate in stock take and various other tasks
- Adhoc duties as and when required and not limited within the role
- Career minded person with aim to study, learn and grow
- Must have a minimum of Grade C in GCSE Maths and English

Scorecard: Our ideal candidate.....

MISSION:

Effect tangible improvement in 3 key areas:

Customer service; you have excellent communication skills in all forms. You are the external face of Vanden, our suppliers and customers deserve the highest standards of service.

Efficient and transparent in your **administration**. You love data, getting it right 1st time, whilst working well under pressure in a quickly changing environment.

Teamwork, self-motivation and working independently to create success.

OUTCOMES:

	OUTCOMES
1	How do we look to our suppliers and customers? <ul style="list-style-type: none"> <i>Collections when suppliers want it. Record preferred collection date success rate.</i> <i>Positively communicate the importance of customers and suppliers across Vanden.</i> <i>Be responsive taking the initiative and react to the requests of this special group.</i> <i>Excellent listening skills, understanding their viewpoint/problem, solving it and keeping the door open to an ongoing positive relationship.</i> <i>Never afraid to engage empathetically with difficult or angry suppliers/customers.</i> <i>Their requests and deadlines are to be met.</i> <i>Be the GO-TO person.</i>
2	Internal Business Perspective - What must you excel at?: <ul style="list-style-type: none"> <i>% of paperwork right 1st time. Accuracy score published to the business.</i> <i>Fast, accurate, transparent, verbal and written reporting. Measure accuracy daily.</i> <i>Set high standards of 5S in the workplace and expect others to achieve the same.</i> <i>Operate the weighbridge.</i> <i>Book collections and exchanges when suppliers want it.</i> <i>Skilled in Excel and Office 365 suite.</i> <i>Packing lists issued to suppliers within 24hrs.</i> <i>Professional always, answer phone within 2 rings with a positive greeting.</i> <i>Methodical record keeper up to date each evening with a tidy desk.</i> <i>Inquisitive, sharing of knowledge share and no "Bullsh**t."</i>
3	Learning and Innovation Perspective – How can you improve and create value? <ul style="list-style-type: none"> <i>Ready to develop your skill set further.</i> <i>Read and practice A3 "Managing to Learn" within 6 months.</i> <i>90% score on polymer test by month 3.</i> <i>Demonstrate a clear understanding of the Vanden Values, Vision Summary and 7 Strata within 30 days.</i> <i>Demonstrate an understanding of the book "What the CEO wants you to know; How Your Company Really Works" by Ram Charan.</i> <i>Undertake other duties as required: stock take, procurement, safety audits, First Aid at Work.</i> <i>Seek feedback and take ownership when it goes wrong.</i>

Application Process

How to apply:

To apply, **you are required to** produce a CV and personal statement. These need to be tailored to the job description and person specification and show how you reflect the technical and behavioural requirements.

The selection process:

Successful candidates will be invited to attend a multi-phase assessment that includes:

Step 1: Informal telephone conversation (20 mins)

Step 2: Assessment at Site: (30 mins)

Writing and Mathematics Competency Tests

Competency-based exercise which may involve making a presentation

Step 3: Interview and site visit (45-60 mins)

Step 4: Final interview (60 mins)

Expected timeline to complete is 2-4 weeks depending on candidate availability.

For more information contact Christina Dobson – 07714 302436 or c.dobson@vandenrecycling.com

Our Values:

Living the Vanden Values is a vital part of our culture. Our Values were created by our people, during early 2018. We brought all our teams together to determine what it meant to be part of Vanden. Through a combination of telling stories about colleagues in action and establishing the type of environment we want to create; our core values were born!

These are an essential part of understanding if Vanden is right for you

MISSION and VISION

MISSION:

- Vanden make recycling part of the supply chain to optimise the use of plastics. We add value and educate our team and customers as we go.

VISION:

- To be the company that creates the most value from plastic waste. Producing quality commodities and products or empowering others to do so.

VANDEN VALUES

Teamwork

- We pull together as one unit, not just with those in front of us, but with all our colleagues spanning multiple continents and cultures. We seek honesty and excellence to bring out the best in each other and do so without ego. Our collective knowledge and willingness to question is our superpower.

Add Value

- In absolutely everything we do. We add value to our people, customers and product through constant education and optimisation. Vanden exceeds expectations in the Service of our customers, using each encounter as an opportunity to sharpen our skills and add more value than anyone else. When in doubt, we ask ourselves – “Am I adding value?”

Growth

- Challenge ourselves and each other to learn new things and improve our skills. Be curious and industrious to redefine the boundaries of our knowledge, service and market. We are proud of our battle scars as our failures will always be the greatest opportunity for growth.

Ownership

- Never afraid to get our hands dirty! We take pride in exercising absolute ownership over the outcome of every task or challenge. We appreciate the power of forming a plan before acting and jump at the opportunity to take the bull by the horns when we do.

Enjoy The Ride

- It only happens once! We cannot always be serious and limit ourselves to be “business as usual”, so we encourage everyone to put their personalities into everything they do.

Gratefulness

- Live everyday with an attitude of gratitude