

Service Delivery Specialist – Logistics

(Based in Lisburn, N Ireland)

Be part of something special. Join Vanden.

At Vanden, we're passionate about transforming plastic waste into a valuable commodity. Our 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."

Since we started on our journey, back in 2005, we've developed a worldwide presence, serving hundreds of customers in over 20 countries.

Our recycling facility in Whittlesey (PE7 2EX), which opened in March 2017, specialises in the collection and recycling of plastic waste from manufacturing, distribution and retail across the UK. Recycling everything from production over-runs, offcuts, lumps/purge and packaging from polymers such as ABS, HDPE, LDPE, MDPE, PET, PP, PS and PVC. In addition, we operate a sizeable plastic scrap trading business via our offices in UK, Europe, Turkey & Asia.

The invitation:

It is indeed an exciting time to join Vanden. We're in a strong position, and we are confident that with the right team we can go from success to success. We see the Service Delivery Specialist – Logistics as forming part of our platform for growth, for both the successful candidate and for us. 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?

Our Values:

Living the Vanden Values is a key part of our culture. Our Values were created by our people in early 2018. We brought all our teams together to determine what it meant to be part of Vanden. Through a combination of telling stories of colleagues in action and establishing the type of environment we want to create, our 6x core values were born!

These are an important part of understanding if Vanden is right for you! Please take a look on the last page for a full description.

Application Process

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. Please email these to Christina - c.dobson@vandenrecycling.com

Step 1: Telephone Interview (30-60 mins)

Step 2: Interview (90-120 mins)

Step 3: Interview (60-90 mins)

Step 4: Reference Checks

Step 5: Reading, Writing & Mathematics Competency Tests (60-90 mins)

Step 6: Interview (30-60 mins) (optional)

Expected timeline to complete is 4-6 weeks depending on candidate availability

Essential Duties & Responsibilities

This position will provide support and guidance to our Business Development Team by way of arranging shipments that have gone to contract and require collection and dispatch to their final destination. This position plays a vital role in managing the expectations of both the supplier and customer that utilize our services. You will be required to work closely with these customers to fulfill their needs.

Duties include but are not limited to:

Ocean and road freight bookings.

Liaise with suppliers and customers regarding collection and delivery.

Compliance with licensing requirements, Annex V11's etc.

Preparation and follow through of all relevant shipping documentation.

Maintenance of service delivery documents.

Working closely with the Business Development and Sales teams to ensure adherence to contractual deadlines and targets.

Telephone enquiries.

All related tasks as they arise.

Person Specification

Essential Criteria

Qualifications and experience:

Minimum 1 years' experience working in a similar role.

Minimum Maths and English GCSE.

Knowledge of ERP systems advantageous.

Strong Microsoft Office skills especially Excel.

Skills & Abilities:

Able to stand back and review data/information to see the 'big picture.'

Ability to work within a fast-paced environment.

Apply logic and reasoning to appraisal situations.

Anticipate opportunities and risks.

Capable of building rapport quickly with colleagues and customers.

Adept at effective colleague collaboration in achieving results.

Manage and respond rapidly to changing/competing priorities.

Highly organised, able to work independently to plan own time, e.g., use electronic calendars and reminders.

Capable of following internal procedures.

Able to present and clearly communicate information in speaking and writing.

Able to ensure tasks are completed on time and to a high standard.

Ability to work independently as well as part of a team.

Excellent interpersonal skills with the ability to communicate to all levels, to both financial and non-financial people including Senior Management.

Excellent attention to detail.

General Attributes:

Be a team player ready to contribute to the synergy teamwork brings.

Willing to take ownership of the role and drive success.

Willing to learn about customer businesses, e.g. processes, products, limitations and inquisitive in approach.

Self-aware and reflective about successes and failures e.g. focuses on facts and evidence over 'story', seeks feedback.

Resilient approachable to quickly overcome disappointment and failure.

Willing to learn and follow internal processes, yet happy to suggest improvements.

Professional and ethical in their approach.

Committed to on-going personal and professional development.

MISSION & 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 of 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're 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 taking action and jump at the opportunity to take the bull by the horns when we do.

Enjoy The Ride

- It only happens once! We can't 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!