

Operations Planner

Based in Whittlesey

Be part of something special. Join Vanden.

At Vanden, we're passionate about transforming 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."***

And since we started on our journey, back in 2005, we've developed a worldwide presence, serving hundreds of customers in over 20 countries. And we've grown a strong, capable team of colleagues who are dedicated and loyal.

We are headquartered in Hong Kong with operations and representation in Australia, Finland, Ireland, Turkey, Spain, Netherlands & UK. We operate a recycling facility based in the UK, specialising in the collection of a variety of plastic and polymer, processing and manufacturing industrial wastes across the UK.

Nature and scope of the role: Our ideal candidate

Goal-orientated, not afraid to get their hands dirty, loves to take action and move forward constantly.

Our Values:

Living the Vanden Values is a key part of our culture. Our Values were created by the people in the business. Over a 6-month period 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 Cover Letter. These need to be tailored to the job description and person specification and show how you reflect the technical and behavioural requirements. Applications can be submitted to c.dobson@vandenrecycling.com

The selection process:

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

Step 1: Telephone Interview 1

Step 2: Telephone Interview 2

Step 3: Interview 3 and site visit

Step 4: Reference Checks

Expected timeline to complete is 2 – 3 weeks depending on candidate availability

Job Summary

You will have excellent planning, customer service and communication skills in all forms. You are the external face of Vanden to our suppliers and customers who 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.

Essential Duties & Responsibilities

- Answer phone calls in timely and customer-oriented manner- whether it needs to be redirected, message taken or dealt with immediately
- Issue packing lists to suppliers and customers within set deadlines
- Arrange and book transport to collect suppliers' materials or exchange stillages, update and manage Excel databases, spreadsheets, and other documents
- Prepare document packs for the yard team
- Upload completed documents into the contracts database
- Issue job cards when requested by the production team
- Own, update & manage the price, contact, log rec, & stock sheet databases
- Meet and greet visitors according to Vanden Values to the site and ensure that they sign in and meet their contact person on site
- Assisting with booking parcel collections, sending samples, postage
- Replenishment of office stationery
- Participate in stock take and various other tasks
- Ad hoc duties as and when required and not limited within the role

Person Specification

(all criteria are essential unless otherwise indicated)

Knowledge (Education & Related Experience):

- Minimum GCSE Maths and English, Grade C
- Food manufacturing or logistics background advantageous
- Career minded person with an aim to study, learn and grow

Skills & Abilities:

- Able to get thing right first time and be trusted in execution of given tasks
- Able to stand back and review data/information to see the 'big picture'
- Able to use logic and reasoning to appraise situations
- Able to build rapport quickly with colleagues and customers
- Able to effectively collaborate with colleagues to achieve results
- Able to manage and respond quickly to changing/competing priorities
- Able to take total ownership of the process from agreeing the delivery date through to issuing the packing list
- Highly organized with a good work ethic, able to independently plan own time e.g., Outlook calendars and reminders
- Able to present and clearly communicate information in speaking and writing
- Able to ensure tasks are completed on time and to a high standard
- Able to use Excel, Outlook, Word and other MS Office products with high level of proficiency

Competencies:

Our non-negotiables

- Action oriented, Builds strong relationships, Curious, Driven to learn, Empathetic, Investigative, Reflective, Resilient, Resourceful, Seeks feedback, Trustworthy

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!