



# Service Delivery Specialist - Contracts

Based in Lisburn, NI

**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 waste across the UK.

## **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.

### **The selection process:**

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

- Step 1:** Initial Screening Call
- Step 2:** Online Interview
- Step 3:** Face to face Interview
- Step 4:** Reference Checks

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

## Job Summary

Our ideal candidate will be flexible in approach and mindset. They will thrive in a fast-moving environment that involves communicating with colleagues across the world, managing dynamic market conditions and react quickly to changing priorities.

Contribute to enhancing existing systems and the rolling out of new ERP systems to increase efficiencies in business processes that lead to higher levels of client satisfaction, higher quality data or faster reporting.

Managing supplier and internal stakeholder expectations in relation to completing contractual paperwork, compliance, and fulfilment within predetermined deadlines.

## Essential Duties & Responsibilities

- Raise purchase orders and sales contracts using in house Microsoft systems
- Assist Business Development Staff with contract development
- Communicating with global customers in relation to compliance issues, licensing
- Raise proforma invoices for customers
- Processing new customer and new supplier forms and updating various in-house spreadsheets
- Assisting with various in-house reporting requirements
- Ad hoc duties as and when required and not limited within the role including cross training to facilitate interdepartmental leave
- Answering telephone calls and dealing with new supplier and customer queries in a timely and professional manner

## Person Specification

(all criteria are essential unless otherwise indicated)

### Knowledge (Education & Related Experience):

- Must have a minimum of Grade C in GCSE Maths and English
- Knowledge of multiple currencies
- Knowledge of logistics industry is desirable
- Microsoft Office Suite
- 2<sup>nd</sup> language advantageous

### Skills & Abilities:

- Telephone answering skills to communicate effectively with key stakeholders including our global offices
- Good communication skills
- Excellent knowledge of excel
- Able to work well in a team and build rapport quickly
- Excellent organisational and time-management skills
- You can be trusted in every respect to apply high standards in all that you do
- Well organised, independent worker who needs little supervision and excels at planning and execution of their work

## Competencies:

- Action oriented
- Builds strong relationships
- Curious and creative
- Driven to learn and follow internal processes, yet happy to suggest improvements
- Empathetic towards others
- Investigative
- Resilient approach – able to own failures, learn from mistakes and push to improve
- Open minded and seeks feedback
- Self-aware and self-reflective
- 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!