

**SELBORNE BIOLOGICAL SERVICES (UK)**

**POSITION DESCRIPTION**

**JOB TITLE: LOGISTICS AND OPERATIONS COORDINATOR**

<b>REVIEW:</b>	<b>EFFECTIVE:</b>
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<b>Department</b>	Logistics
<b>Reports To</b>	Operations Manager (Australia) / Managing Director

**Principal Function(s)**

- Assist in the coordination of customer sales orders through to production and final delivery.
- Promote/sell/secure orders from existing and prospective customers through a relationship-based approach.
- Supervise the activities of the Logistics Department.
- General Leadership

**Main Duties & Responsibilities**

- Coordinating with the Production team on orders and product to be shipped
- Manage and coordinate logistics, assist with booking containers and arranging releases
- Ensure bookings are made through freight forwarding companies / shipping lines / airlines / company drivers
- Ensure all relevant certificates are prepared
- Liaise to ensure Quality documents are prepared
- Manage the creation of a full set of commercial documentation
- Completing shipping / airfreight requirements
- Minimize freight and shipping costs
- Provide a high level of customer service
- Generate, validate and process quotes/orders/invoices/customer and shipment documentation
- Post Brexit documentation awareness and compliance
- Coordinate staff to achieve efficiency standards
- Ensure logistics planning supports and aids our production planning schedule
- Coordinate collection and importing of our raw products from the EU and UK
- Coordinate and control our irradiation requirements in the EU and UK
- Ensure our drivers have a schedule that is easy to follow and ensure we meet timelines and deadlines
- Work with external warehouses to ensure our product is stored to meet our compliance standards
- Any additional requirements, tasks or instructions to ensure smooth business operations; including but not limited to:
  - Coordination of Customer Orders through to Production and Final Delivery
    - Assist the production manager in preparing production schedules by advising when customers expect samples and product to be delivered to them
    - Assist logistics department by advising what product is to be shipped, to whom and when.
    - Relay production and shipping schedules back to other sales team members so they can update customers as and when required

**MASTER DOCUMENT APPROVED**

<b>WRITTEN/CHECKED BY</b>	<b>SIGNATURE:</b>	<b>DATE:</b>
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- Supervise the Activities of the Logistics Department
  - Supervise Logistics team members to ensure they are completing their tasks satisfactorily by following good WH&S practices and company SOP's and are completing all necessary paperwork related to their position
  - Ensure that appropriate arrangements are made to cover other logistics team members during their absences
  - Instruct logistics department what product needs to be shipped, where and when
  - Ensure Logistics Department forwards copies of shipping documents to customer prior to shipment arriving
- General Leadership
  - Display high levels of initiative and responsibility
  - Be willing to assemble and lead teams as required to work on special projects or solve problems
  - Develop team capability through fostering a collaborative working environment, sharing of knowledge and providing opportunities for learning and development.
  - Maintain professional standards of the highest level at all times and contribute to enhancing the quality of service and products provided by the wider Selborne team.
  - Contribute actively to the continuous improvement of Selborne's services, systems and resources
  - Support the goals of the organisation and the leadership team
  - Influence and assist in the development of the safety culture of the organisation
  - Influence and assist in the development of a 'can do' culture within the organisation
  - Influence and develop a customer-oriented culture within the organisation

**Training, Experience and/or Qualifications**

- 3+ years' experience in a relevant role
- Desirable qualifications include
  - Appropriate qualifications related to Food Manufacturing, Processing or warehousing
  - Training in warehousing, import/export, logistics, operations and or similar experience
- Knowledge of project management principles and practices
- Information technology skills

**Skills & Abilities**

- Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably; is easy to approach and talk to; puts others at ease; is a good listener; is sensitive and patient
- Excellent communication skills and possess excellent literacy and numeracy abilities
- Must be able to use Microsoft Excel at an advanced level

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- Demonstrable critical thinking and problem-solving abilities
- Must possess excellent planning and organization skills
- Ability to work individually with limited supervision or as a member of a team
- Must be adaptable and have a high stress tolerance
- Must have excellent conflict resolution skills
- Must be Cooperative and willing to help others
- Demonstrate a willingness and capacity to understand the basic principles of the Code of Good Manufacturing Practice (cGMP)
- Willingness to follow company policies/guidelines and instructions, particularly those set out in SBS Standard Operating Procedures

**Physical Requirements**

- Pass a medical if required.

**Additional Requirements**

- Current drivers licence.
- This role may also involve working outside of normal hours and occasional weekend work.

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