

**SELBORNE BIOLOGICAL SERVICES (UK)**

**POSITION DESCRIPTION**

**JOB TITLE: Documentation Assistant**

**REVIEW:**

**EFFECTIVE:**

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**CODE:** PD draft

**Department**

Logistics

**Reports To**

Logistics/Operations Coordinator

**Principal Function(s)**

- Assist in the processing of customer orders from production to final delivery.
- Assist with all activities of the Logistics Department.
- General administration, organisation, and office tasks.

**Main Duties & Responsibilities**

- Liaise with the Production team on orders and product to be shipped.
- Assist with booking ferry crossings, hotels, drivers, vehicles, containers and arranging releases.
- Ensure bookings are made through freight forwarding companies, shipping lines, airlines etc.
- Ensure all relevant documentation and certificates are prepared and filed.
- Liaise with Quality Control to ensure all required documentation is prepared and correct.
- Create all the required commercial documentation.
- Completing and collating all export documentation in line with shipping/airfreight requirements.
- Minimise freight and shipping costs.
- Good telephone etiquette, providing a high level of customer service.
- Generate and process orders, invoices and customer and shipment documentation.
- Post Brexit documentation awareness and compliance.
- Work to meet company efficiency standards.
- Support with logistics planning in accordance with our production planning schedule.
- Assist with all collections and importations of our raw products from the EU and UK.
- Assist with our irradiation requirements in the EU and UK.
- 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:
  - Assisting with customer orders from Production to Final Delivery.
    - Provide the production manager with delivery information to enable the preparation of production schedules.
    - Assist logistics department by advising what product is to be shipped, to whom and when.
    - Relay production and shipping schedules back to sales team members so they can update customers.
- Assist with activities of the logistics department.
  - Ensure all tasks are completed to a satisfactory standard in accordance with workplace H&S practices and company SOP's.
  - Cover other team members in times of absence.
  - Ensure all documentation is passed to customer prior to arrival.
  - Assist with the maintenance of stock records.
- General Organisation and Administration.
  - Display high levels of initiative.
  - Place stationary and dry ice orders and order any other required products.

**MASTER DOCUMENT APPROVED**

**WRITTEN/CHECKED BY**

**SIGNATURE:**

**DATE:**

**AUTHORISED BY**

**SIGNATURE:**

**DATE:**

## SELBORNE BIOLOGICAL SERVICES (UK)

### POSITION DESCRIPTION

**JOB TITLE: Documentation Assistant**

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- Prepare and print labels required for shipments.
- Be willing to work as a part of a team on special projects to solve problems.
- Work within a collaborative working environment, sharing knowledge to learn and develop.
- Always maintain professional standards of the highest level.
- Contribute actively to the continuous improvement of Selborne's services and products.
- Assist in the development of the safety culture of the organisation.
- Possess a "can do" attitude and help to develop a "can do" culture within the organisation.
- Integrate into the customer-oriented culture within the organisation.

### Training, Experience and/or Qualifications

- Relevant experience in a similar role.
- Desirable qualifications include:
  - Relevant qualifications related to Food Manufacturing, Processing, or warehousing.
  - Experience in warehousing, imports/exports, logistics, operations and/or similar.
- Information technology skills.

### Skills & Abilities

- Can relate well to all kinds of people within and external to the organisation.
- Able to build appropriate rapport and constructive and effective relationships quickly.
- Able to handle high tension situations comfortably.
- Approachable and easy talk to, puts others at ease, is a good listener and is patient.
- Excellent communication skills and possess excellent literacy and numeracy abilities.
- Must be able to use Microsoft Office programs effectively, such as excel, word and outlook.
- Demonstrable critical thinking and problem-solving abilities.
- Must possess excellent planning and organisation skills.
- Ability to work individually with limited supervision and as a member of a team.
- Must be adaptable, capable of multiskilling and have a high stress tolerance.
- 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, instructions, and SOP's.

### Additional Requirements

- Current drivers' licence.
- This role may also involve working outside of normal hours including occasional weekend work and assisting with other tasks outside of their usual role.

#### MASTER DOCUMENT APPROVED

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