

Office Administrator – Tewkesbury (HR212)

Established in 1938, Cotteswold Dairy is one of the UK's leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

We have an exciting opportunity for an enthusiastic Office Administrator to join our Cotteswold family. The successful individual will support our busy Sales team. This is a dynamic role and you will have excellent attention to detail and enjoy dealing with customers, taking orders and placing them on our system by means of different methods.

The Hours: Permanent, full time. 5 days, 40 hours per week - Monday to Friday (08:30 – 17:00)
One to two Saturdays every month on a rota basis (08:00 – 14:30). When a Saturday is worked, a day off mid-week is given)
Bank Holidays will also need to be worked on a rota basis

The Role: Reporting to the Sales and Customer Service Manager

The main responsibilities and functions of this role include:

- The day-to-day processing of sales orders received via emails, faxes and phone calls
- Checking all orders have been correctly inputted onto the computer system
- Liaising with customers/depot staff regarding customer orders and delivery issues
- Ensuring stock control is accurate and up to date

The Requirements:

We are looking for a reliable and confident individual who will engage with the team and communicate effectively. Someone who will actively participate in achieving departmental and Company goals and objectives as well as being keen on their own personal development within the Company.

The successful candidate will have:

Essential:

- Experience of delivering excellent customer service and ensuring complaints are handled in a timely manner
- An understanding of the importance of exceeding expectations, and a desire to deliver excellence in all service areas
- An exceptional telephone manner
- Strong organisational skills with the ability to prioritise and work to deadlines
- Professional and clear communications skills, both verbal and written
- Ability to adapt positively and assist with new processes and procedures
- A 'can do' attitude with a commitment to seeing tasks through to completion
- Ability to work as part of a team and be able to multi task
- Strong interpersonal skills
- Ability to work to tight deadlines
- The ability to use initiative and remain calm under pressure
- Ability to think creatively in order to improve the customer experience
- Accurate data inputting skills and attention to detail
- Strong IT skills including MS Word, Excel and Outlook

The Benefits:

We are committed to training and giving you the skills and abilities to carry out your role, providing progression and opportunities, allowing you to build a long term relationship with the Company. In addition to this, we offer:

- Competitive salary
- 30 days holiday inclusive of Bank Holidays
- Group Personal Pension Scheme – 4% Employer contribution
- Online employee benefits platform
- Cycle to Work Scheme
- Personal Accident Insurance
- Refer a Friend Scheme – potentially receive £250
- Employee shop – discounted products and potential free delivery
- Childcare Vouchers
- Free car parking

In order to be considered for this fantastic opportunity and if you believe you fulfil the above criteria, please send your CV or complete an application form (available at www.cotteswold-dairy.co.uk) and send it, together with a covering letter to the address below, detailing why you believe you are the best candidate for the role.

Post your application to the HR Department, Cotteswold Dairy Ltd, Dairy Way, Northway Lane, Tewkesbury, Gloucestershire, GL20 8JE. Alternatively, email it to hr@cotteswold-dairy.co.uk

On receipt of your application, we will collect your name, contact details and other relevant information for recruitment purposes. The information you provide will help us determine your suitability for any vacancy we have. We understand how sensitive this information is which is why we are committed to safeguarding any data we do collect.