



Job Title:	Sales Administration Supervisor
Department/Team:	Sales
Reports To:	Business Development Manager
Location:	Chiswick Avenue, Mildenhall (full time on site)
Date:	June 2023

Job Purpose

Responsible for leading sales administration within the business, ensuring that enquiries and orders are dealt with in a timely manner and that a high level of customer service is provided to all JKH customers.

Key Responsibilities

Health and Safety

- Promote a positive health and safety culture and manage health and safety by developing and maintaining best practice across the department.
- Deliver Toolbox Talks to team ensuring that team understand their health and safety responsibilities (including any updates/changes to legislation, process and/or policy).
- Monitor and observe to ensure that all employees are following safe working practices and wearing correct Personal Protective Equipment (PPE), highlighting areas of concern as needed.
- Undertake near miss and accident investigations to understand root causes, recommending and implementing improvements to reduce the risk of any recurrence.

Sales Administration

- Be an 'Expert' of knowledge for department.
- Take full ownership of sales inboxes ensuring that all enquiries/orders are dealt with the same day where possible (maximum response time of 24 hours). Ensure orders are processed in an efficient manner, prioritise workflow based on feedback within the team and from the Business Development Manager and Design Supervisor.
- Process orders using a standard set of drawings produced by the Design team in Cadly (drawing management system), notifying the Design Supervisor of any configurations that require drawing.
- Liaise with the Design Supervisor for any enquiries that require special design work or pricing and communicate priorities and customer requirements.
- Maintain a high level of customer service to all JKH customers, developing a good rapport and strong working relationship with them.
- Investigate customer complaints following JKH's complaints procedure to identify root cause, prioritising resolving customer issues. Make recommendations on developing the customer complaints procedure where needed.
- Provide enquiry data as required to enable JKH to proactively build up stock levels.
- Track enquiry levels/conversion rates and communicate this to stakeholders.
- Support with following up on all enquiries, seeking information such as timescales, reasons why JKH may/may not have won the contract and pricing feedback etc.

- Understand customer order requirements and communicate these as required within the business.
- Work with and have good relationships with all stakeholders to support team productivity and business efficiency.
- Provide Key Performance Indicator (KPI) data as required by the business.

People Management - Leading and Managing the Team

- Resourcing:
 - Manage resourcing needs and role requirements for department, ensuring that there is adequate headcount (permanent/temporary) to meet targets.
- Recruitment and Selection:
 - Assist with reviewing and drafting job descriptions.
 - Review applications and shortlist candidates for interview.
 - Conduct interviews and site tours.
 - Provide feedback to HR on interview outcomes and preferred candidates/s for making an offer.
- Induction & Onboarding:
 - Undertake first day induction with new starter/s.
 - Provide introductory sessions to department for non-operational employees as part of their induction.
 - Work with other department supervisors to ensure that all new starters are trained in all departments as part of their induction programme.
- Employee Relations:
 - Manage new starter probation process.
 - Manage performance within the team - recognising good performance and managing poor performance.
 - Manage and record absence within the team, following the JKH absence notification procedures when a team member reports an absence.
 - Lead employee investigations and disciplinary and grievance hearings (with support from the HR Manager).
- Training and Development:
 - Support succession planning within department and the development of the Team Leader.
 - Identify top performers within team and with the HR Manager, develop and implement employee development plans for these individuals.
 - Support the training and development of team members - professionally and personally.
 - Coach team members to maximise performance and efficiency within the department.
 - Review training requirements and make recommendations for additional training.
 - Support the development and training of apprentices within across JKH.
- Appraisals:
 - Manage the appraisal process for department (annual and mid-year reviews) - setting and reviewing objectives.
 - Review pay bandings for team (2x per year) and make recommendations for movement within the banding framework.



- Supporting Employees:
 - Undertake one to one meetings with each team member (every 4–6 weeks)
 - Support team members with wellbeing, signposting them to support within JKH as needed.
 - Provide regular constructive feedback to team members on performance.

Other:

- Be an ambassador for JKH's brand and values – demonstrate the company values through behaviour and ways of working:

Integrity – *Act with honesty and deliver on promises. Maintain strong moral principles at all times regardless of who is watching.*

Accountability – *Safety is the priority, don't cut corners. Everything is done to the highest standard and always look for what can be improved. Take ownership of tasks and do not walk past a problem expecting the next person to deal with it.*

Collaboration – *Co-operate with others to achieve team goals. Treat everyone with respect and provide support where you can.*

- Undertake any training and development as required by the business.
- Attend meetings as required by the business.
- Undertake ad hoc projects as required by the business.
- Work with the Senior Management Team and other Stakeholders to implement company policies, procedures and targets.
- Any other duties as required by the business.

Knowledge, Experience and Technical Skills

- Experience managing sales administration in a production/manufacturing environment providing a high level of customer service.
- Experience of working with technical drawings (desirable)
- Experience of working in and overseeing a sales administration department.
- Experience of managing and leading a team, including managing HR related issues and supporting with training and development.
- Good knowledge of MS packages including Outlook, Word, and Excel.
- Excellent communication skills, good attention to detail and be able to prioritise effectively.
- Excellent project management skills.
- Have a proactive continuous improvement mindset and be able to coach and support colleagues across the business.
- An enthusiastic engaged attitude and eagerness to help JKH to continue to grow as a business.

Person Specification

- Role Model behaviour – lead by example, follow and reinforce JKH's values.
- Be positive and encouraging and be a strong leader of the team.
- Receptive to new ideas and can listen and implement new ideas.
- Continuous Improvement Mindset.
- Manages conflict effectively – good conflict management skills.
- Ability to raise concerns in a clear, concise and objective manner.



- Accepts personal responsibility to make things happen - Championing projects.
- Earns credibility and trust.
- Good at planning, problem solving and decision making.
- Ability to make decisions and have the confidence in your convictions.
- Ability to work as part of a team and develop good working relationships with all stakeholders.