


JOB SPECIFICATION

Job Title	Key Account Support	Dept/Location	Customer Services / Luton Head Office
Reports To	Customer Service Supervisor	Direct Reports	0
Key Contacts:	Sales, Credit Control, Shipping, London City Bond		

Main Purpose	
<p>The Key Account Support will play a pivotal role in supporting the Key Account Sales team. This is an administrative role where you will play an active part on onboarding new customers and groups, as well as providing daily support to existing business.</p>	
Primary Responsibilities	
<ul style="list-style-type: none"> • Produce sales / stock reports • Communicate out of stocks • Maintaining customer prices & wine lists on NAV • Raise credits for pricing / out of condition / training • Maintain customer wine and price lists on 3rd portal systems • Provide operational support for tenders • Produce Welcome Packs for new customers • Liaison with other depts / LCB with customer specific requests • New site / customer on-boarding support • Managing vintage changes • Latest forecast information • Performance reporting and SIP management • Process customer orders during peak business periods 	
Knowledge, Skills & Behaviours	
<ul style="list-style-type: none"> • Customer focused • Strong written and verbal communication skills • Able to manage their own workload and prioritise appropriately • High level of accuracy and attention to detail • Excellent organisational skills and ability to prioritise tasks • IT Literate – working knowledge of Microsoft Office packages and Excel and ability to learn new systems • Be able to work independently and work to deadlines. • Upholds Company Values • Proactively deal with situations • Calm under pressure • Team player 	
Experience & Qualifications	Company Values
<ul style="list-style-type: none"> • Previous customer service experience • GCSE passes in key subjects i.e. Maths, English • Computer literate – proficient with Microsoft Outlook, Excel and Navision • Numerate 	 <p>The diagram illustrates the company's core values: PRIDE (represented by a person icon), PARTNERSHIP (represented by puzzle pieces), POSITIVITY (represented by a checkmark), PASSION (represented by a wine glass and a person), and PROGRESSION (represented by a person climbing stairs). The central logo for Hallgarten & Novum Wines is also present.</p>

WHAT IS ON OFFER

- Competitive Salary
- Professional development
- Bonus Structure and Company Profit Share Scheme
- Pension scheme
- 25 Days Annual Leave per annum with the ability to purchase up to 5 days

ADDITIONAL INFORMATION

This role is based in our Head Office in Capability Green, Luton working in a hybrid way after probation.

The ethos and culture of Hallgarten lies at the heart of everything we do, our 5 values of Partnership, Positivity, Passion, Pride and progression mean you will find a collaborative, supportive and friendly team that gives you a platform to succeed and grow.

We are an equal opportunity employer and are committed to equality of opportunity for our current and future employees irrespective of their gender, age, race, disability, marital status, religion or belief, or sexual orientation. We believe that the wide range of perspectives that result from diversity promotes innovation and business success. If you need reasonable adjustments at any point in the recruitment process, please let us know and in your application, please feel free to note which pronouns you use.

Closing date for applications is **12th July 2024**, but we reserve the right to close earlier should we find the successful candidate. Please send an up-to-date CV to hr@hnwines.co.uk