



## Import Coordinator

### Supply Chain

**Role Purpose:** The purpose of this role is to own the management of our inbound container deliveries from order stage, through to delivery UK ports and further onto the final destinations. You will be part of a wider supply chain team where having up-to-date accurate, transparent information is vital to the operation. You will utilise your organisational and data management skills to create and deploy an effective suite of reports that maximise availability and identify and inbound challenges, suggesting corrective actions and strategies to avoid disruptions in supply. You'll communicate daily with our far east agents and challenge them to improve whilst working collaboratively with your wider peer group.

<b>Function / Business Unit:</b> Supply Chain	<b>Location:</b> Remote, based in SW England for regular travel to Bridgwater.
<b>Reporting Line:</b> Supply Chain Manager	<b>Budget Responsibility:</b> N/A
<b>Team Management:</b> N/A	
<b>Key Accountabilities / Responsibilities:</b> <ul style="list-style-type: none"><li>• Coordination with internal teams to ensure on-time delivery of all imported goods.</li><li>• Support Supply Planners &amp; Warehouse teams with forward capacity planning</li><li>• Regular monitoring, reporting and cleansing of back orders, open orders, open purchase orders.</li><li>• Manage the tracking of inbound containers and updating the system(s) with accurate estimated time of arrival at the warehouse</li><li>• Liaising with Third Party Logistics partners for storage and distribution of goods through to the network.</li><li>• Forecast future inbound activity in order to plan capacity</li><li>• Track and report on Performance vs. Plan</li><li>• Work with wider SC team to proactively manage any stock outs/service level issues</li><li>• Work within site and warehouse constraints—booking slots/warehouse space and helping resolve any overcapacity issues</li><li>• Provide timely updates to the Supply Chain team so that stakeholders can be kept up to date about delivery delays.</li></ul>	<b>Required Skills &amp; Experience:</b> <ul style="list-style-type: none"><li>– Experience in managing ocean freight operation from origin to destination</li><li>– Recently involved in importing goods from the Far East</li><li>– Proven experience of stock management and supply chain in a multi-channel retail business</li><li>– Supplier relationship management experience</li><li>– Hands-on experience and knowledge of import operations</li><li>– Great communicator at all levels</li><li>– Analysis skills</li><li>– Critical thinking skills</li><li>– Competent user of systems and Microsoft Office, especially Excel</li><li>– Completer finisher</li><li>– Attention to detail</li></ul> <b>Behaviours:</b> <p><b>Teamwork and collaboration</b> - Develops strong cross functional relationships. Recognises the dependencies</p>

- Reviewing weekly/monthly 3PL performance on work carried out.
- Collaborate with supply planning team and freight forwarder partners and administer appropriate movement of all goods
- Ensure full understanding and strict compliance to customs processes and procedures
- Manage all consignments by obtaining the latest status information and monitor accordingly
- To be able to communicate effectively between Supply chain, Distribution, Overseas agents, Freight forwarders, shipping lines and Domestic 3PL operations.

across different functions in order to drive business success

**Planning and organising** - Understands own and business priorities. Plans effectively and monitors progress towards achievement of plans. Investigates possible roadblocks and develops contingencies to redirect tasks so momentum is not lost.

**Commercial/Business awareness** - Demonstrates a strong understanding of the business and uses knowledge to identify opportunities to increase commerciality. Keeps up to date with competitor activity and wider market trends

**Analytical** - Goes beyond analysing factual information/data to develop a conceptual understanding of the meaning of a range of information. Notices when data appears wrong or incomplete, or needs verification

**Change/continuous improvement** - Responds and adapts positively to changing circumstances. Looks for improvements and drives change through teams. Rises to the challenge, accepting risk and uncertainty as normal. Anticipates impact of change; plans how to shift gears

**Problem solving** - Identifies and evaluates problems and possible causes to determine root causes and impacts. Research issues thoroughly and use sound judgement. Uses expertise in policies and procedures to make recommendations for addressing these.

**Decision/Action orientated** - Acts decisively to implement solutions and resolve a crisis. Tough and assertive when necessary while showing respect and positive regard for others. Encourages action orientation in others, particularly in team members and motivates them accordingly.

**Resilience** - confident to challenge constructively when the situation demands it and can anticipate positive outcomes to difficult situations and helps others do likewise. Guides and encourages others to remain resilient under challenging situations. Comfortable operating in a volatile, uncertain, complex and ambiguous environment.

**Relationship building** - Listens actively to the content of what people are saying and responds appropriately. Is aware of own natural style, values individuality and works out how best to apply it. Develops a network of contacts and builds trust.