

**Position title:**  
**Supply Chain Administrator**

**Location:** UK Head Office, Borehamwood

**Department:** Procurement

**Reports to:** Production Manager

**Direct reports** N/A

**H.E.L Contact:** Tony Heywood

## Job Objective

The Supply Chain Administrator is responsible for daily maintenance and administration of the material pipeline for H.E.L manufactured products. The role works closely with Production, Procurement, Warehouse and Customer Service functions, with frequent liaison with external suppliers, in order to support the timely delivery of Equipment and After-Sales revenue streams.

## Responsibilities of the role

### Key Responsibilities

- Reviewing daily purchase order acknowledgements and updating delivery dates against material lines.
- Reviewing missing acknowledgements outside of expected response times and contacting suppliers to confirm delivery dates.
- Negotiating expedited delivery dates or partial deliveries where acknowledged dates risk delays to outbound sales to H.E.L customers.
- Assisting in the maintenance of an accurate item library and respective purchase pricing in the H.E.L ERP system (SAP BusinessOne).
- Actioning routine re-orders for stocked and consumable items.
- Assisting in the construction and updating of work instructions and process maps for the procurement function.
- Administration of submissions and responses to supplier questionnaires to support ISO 9001 and ISO14001 compliance.
- Supporting the construction of base information into H.E.L HubSpot CRM, such as customer contact details and forecasted opportunities.

### Other Responsibilities

- Ensure all relevant processes and procedures are followed throughout the task and documentation has been completed in line with our quality and continuous improvement process.
- Assisting in producing inventory reports.
- Provide key support for physical inventory counts.

## Candidate requirements

### Minimum Education and Experience

- GCSE Standard Pass or higher in each of Maths and English (Grade C or Grade 4 under the new Grading Scheme).
- Competent in the use of Microsoft Office (Word, Excel, PowerPoint, and Outlook) email and use of the Internet.
- High level of customer service.
- Strong interpersonal skills with an ability to effectively communicate with peers and leaders.
- Fluency in written & spoken English.

### Preferable Skills and Attributes

- Polite and professional telephone manner, confident and assertive in communication with external partners.
- Exposure to working in a manufacturing or customer focused workplace.

### Training provided.

- Week one initial training on H.E.L policies, processes and procedures.
- Training on company business information systems applicable for role
- Health & Safety Training via virtual portal.
- Exposure to manufacturing supply chain processes in a specialised engineering environment.

## Physical demands of the role

**General** Check all that apply.

Criteria	Amount of Time			
	None	Under 1/3	1/3 – 2/13	Over 2/3
Stand		x		
Walk		x		
Sit		x	x	
Use hands to finger, handle or feel				x
Reach with hands and arms		x		
Climb or balance	x			
Stoop, kneel, crouch or crawl	x			
Talk or hear				x
Taste or smell	x			

**Weight lifting or force exertion** Check all that apply.

Weight	Amount of Time			
	None	Under 1/3	1/3 – 2/13	Over 2/3
Up to 10 pounds (4.5 kg)	x			
Up to 25 pounds (11.5 kg)	x			
Up to 50 pounds (23 kg)	x			
Up to 100 pounds (45 kg)	x			
Over 100 pounds (45 kg)	x			

**Specific Vision Requirements** Check all that apply.

Ability	Required?
Close vision (Clear vision at 20 inches/ 50 centimetres)	YES
Distance vision (Clear vision at 20 feet/ 6 metres or more)	YES
Colour vision (ability to identify and distinguish colours)	YES
Peripheral vision (observing an area above, below, left or right while eyes are fixed on a given point)	YES
Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)	YES
Ability to focus (ability to adjust eyes to bring and object into sharp focus)	YES