



**JOB DESCRIPTION:**  
**SUPPLY CHAIN ADMINISTRATOR**

**January 2014**

**Roles and Responsibilities**

**Reports to:** Supply Chain Manager

**Reports:** None

**Location:** Zetland House, 5-25 Scrutton Street, LONDON EC2A 4HJ

**Commitment:** Full-time, Fixed Term Contract – 6 months

**CAFÉDIRECT**

- Over the last three years Cafédirect has won 15 Great Taste Awards
- In the UK, 12 people every second drink a cup of Cafédirect and do their bit to support a better way to do business
- Cafédirect is the UK's largest 100% Fairtrade hot drinks company – 100% of our products are 100% Fairtrade
- A fair price is not enough. We also give growers a share of our profit, over 50% to date. This is over and above Fairtrade
- Growers play a key role in every aspect of Cafédirect, from governance to product design. They have shares in the company and sit on the Board
- Cafédirect doesn't buy through trades or off a Fairtrade register. It buys directly from growers to give them the full price for their crop
- Cafédirect works with 39 producer organisations from 13 countries and positively impacts the lives of more than 1.8 million people

**MISSION**

We champion the work and passion of smallholder growers, delivering great tasting hot drinks to improve livelihoods, whilst pioneering new better ways of doing business

**VISION**

A rebalanced world which celebrates business as a force for good and measures success in the shared wellbeing of the communities it touches

**BUSINESS SUCCESS MEASURES**

Cafédirect has developed and works to its own Gold Standard, consistently setting the bar for ethical business leadership. We measure our success in terms of our social and environmental return as well as financial performance, setting transparent targets to track our delivery against our mission.

For more information see [www.cafedirect.co.uk](http://www.cafedirect.co.uk)

**OVERALL JOB PURPOSE**

To support the Supply Chain Manager in managing and co-ordinating the activities of our supply chain and its partners, optimising the Company's efficiency and working capital whilst maintaining the service levels demanded by our customers.

**Cafédirect plc** Unit 4F Zetland House 5-25 Scrutton Street London EC2A 4HJ UK  
T +44 (0)20 7033 6000 F +44 (0)20 7033 6001 E [info@cafedirect.co.uk](mailto:info@cafedirect.co.uk) [www.cafedirect.co.uk](http://www.cafedirect.co.uk)

Cafédirect plc registered in Scotland Registered address 24 Great King Street Edinburgh EH3 6QN UK  
Registered No. 141496 VAT No. 646 2626 30 FLO ID 1023

## **ROLES AND RESPONSIBILITIES**

### **Key Supply Chain Functions:**

#### **To co-ordinate stock requirement to ensure continuity of supply and budget KPIs met:**

- Manage the day to day stock replenishment for all CD warehouses
- To place Purchase Orders according to the purchasing schedule
- To follow/monitor the Purchase Order until goods are delivered as per order requirements
- Co-ordinating with partners ensuring that the stock meets the quality required
- All above information to be updated in the stock management systems
- Any issues (delay, pricing, quality, volume) to be communicated to the Supply Chain manager
- Ensure that agreed stock levels of finished products with Supply Chain manager are maintained at all-time such that customer orders can be met
- Managing, checking and authorising all relevant documentation i.e. invoices ,Certificates, etc. ensuring full traceability of the products and adhering to FTF standards
- Receive weight notes from warehouses and verify Contract volumes
- Updating stock management systems, ensure processes are documented
- Managing raw material releases to manufacturers

#### **To co-ordinate the International supply chain operation:**

- Manage stock replenishment for the warehouses located outside the UK
- To place purchase/sales orders in the system according to customer demand or end of month process
- To organise/follow up/monitor the logistics of all international orders
- To provide all necessary documentation accompanying the stock depending on the country of destination
- To support the International Business Development Manager in running and developing the International side of the business

#### **General Administrative support to the Supply Chain Manager:**

- Support for product re-calls, product traceability and disaster planning
- Assisting with Administrative tasks
- Preparation of presentations, reporting and analysis

#### **Other:**

- To support Cafédirect's sales order process when required
- We are a small supply chain team which means each person needs to be flexible and willing to cover other tasks during holiday cover and create an environment where there tasks can be picked up by others whilst they are away.

## **PERSON SPECIFICATION**

### **Skills & Knowledge**

- Logistics/supply chain operational experience essential
- Highly numerate
- Ability to work in an organised and methodical manner to meet timescales and deadlines is essential
- Advanced knowledge of Excel and good overall PC skills
- Knowledge of import/export procedures desirable
- Team player
- Good time management skills and ability to prioritise

- Fluent in English essential, Spanish ideal

#### **Personal Qualities**

- Self-starter, assertive, good communication skills and telephone manner
- Ability to deal with difficult situations in a calm and efficient manner
- Must be able to adopt a very “hand on” approach
- Ability to combine commercial needs of business with its ethical mission
- Ability to use initiative and work pro-actively on different tasks
- Fluent in English essential, Spanish ideal

#### **CAFÉDIRECT BEHAVIOURS**

- **Curious** - - We are eager to question, know and learn
- **Challenging** - we question ourselves and others to find a better way
- **Brave** - we fight for what we believe in
- **Optimistic** - we believe in our ability to succeed
- **Dynamic** - we make change happen
- **Innovative** - we are forward thinking and original

#### **A note about Job Descriptions at Cafédirect**

Our Job Descriptions are not intended to be a complete detailed account of all activities. We're a small business operating in a fast-moving and competitive global environment and so we need employees to be flexible about their Roles and Responsibilities.

Job descriptions are reviewed at least once a year as part of the Performance Review.