

Spaces,
100 Avebury Boulevard,
Central Milton Keynes,
MK9 1FH

JOB SPECIFICATION

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|-----------------------------|---|
| Area of Focus | Wholesale, Convenience Retail, Foodservice |
| Job Title | Head of Client Support Services |
| Position | Team Leader |
| Home Based | Central England with accessibility to Milton Keynes office, working in Central Milton Keynes at least 1 day per week |
| Package | IRO £45,000 per annum. Plus share of company profits after 12 months of employment. |
| No of Direct Reports | 2 |
| Hours | 35 hours per week |
| Contract Type | Permanent |

The Whole Sale Co (TWC) specialises in insight and data management services for wholesalers and suppliers within the wholesale channel of the retail grocery industry.

We have an exemplary reputation for delivering great customer service, leading-edge insights to drive business growth and sales reporting platforms with excellent functionality. TWC's strategic vision is to drive growth in wholesale through data.

Key Purpose of the Role:

TWC wishes to maintain its track record of exemplary service delivery to its clients. Each of our team members lives our company values, which are to be customer centric, loyal, transparent and ambitious for growth. We will only grow by valuing and holding onto the business we have won to date whilst using that work to show case our credibility to engage new clients and deliver new work. This role is central to the organisation's success because it is responsible for maintaining our service levels across our sales reporting platforms as well as supporting the wider team with insight and reporting deliverables. This role is the main interface between our online users, our IT Development Team and our Data Quality team to ensure that our platforms remain online, our reporting is accurate, and any support queries are dealt with promptly and courteously.

TWC has long term data contracts with Country Range Group, Fairway Foodservice, Cotswold Fayre, Uitas Wholesale, Caterforce, Confex, SPAR CJ Lang and James Hall, Morrisons Daily and Parfett's. We have also undertaken a range of research and consulting projects for household name brands including Mars Wrigley, CCEP and Nestle Water. Working closely with TWC's 'back office' support teams of Development and Data Quality, this role is pivotal to us maintaining our exceptional user satisfaction

Warmest regards.

The Whole Sale Company (UK) Limited (TWC), Whiteleaf Business Centre, 11 Little Balmer, Buckingham, MK18 1TF

Registered in England No. 7957694 | VAT Registration No: 151 7116 36

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NPS score by exceeding expectations through exemplary customer service, strong project management skills and high levels of attention to detail.

Personal Profile

Reporting to the Managing Director, the ideal post-holder will be an excellent multi-tasker who is a natural list maker and 'completer finisher'. With an ability to put the client's needs first and think outside the box on solving issues, the postholder is a quick thinker who is able to adapt and rapidly identify the best outcome for the user, whilst not over-burdening the TWC support team with requirements that are overly complex. An individual who takes the time to understand user issues and potential solutions and is not afraid to remind people about their deadlines but is able to do this with courtesy and humour. As a small team, within a rapidly growing business, all TWC team members need to be able to muck in and support each other to ensure that the client's needs come first and work is completed on time and, ideally, beyond expectations. The postholder should have some experience of dealing with technical/IT developer staff and enjoy working with technology solutions. Full training will be provided on TWC's custom solutions but a logical mindset and broad experience as an advanced user of CRM, sales reporting or accountancy packages, for example, would be a distinct advantage. TWC handles huge volumes of sales data for its clients, each one storing over 1 million rows of sales transactions with us, so good numeracy and advanced Excel is essential in this role because it is required to triage user support queries, replicate issues the user has reported and then differentiate between technology bugs and user error and resolve the matter accordingly. Our developers are always working at capacity and rely on the Client Support Team to prioritise work and remind them of deadlines, so a sense of humour and empathy for the complexity of what our developers do on a day-to-day basis will ease pressure and increase a collaborative working environment. The post holder will have two direct reports who work part time so a desire to develop team members and build an effective team dynamic will be essential. This team is responsible for running and monitoring KPI reports to check service levels and run some client reports so logic, accuracy and an ability to present data will be required.

Key Attributes

- Advanced Excel
- Highly organised with a completer finisher mentality
- Extremely comfortable and competent with IT systems and, ideally, data reporting tools, which have been used effectively and regularly in previous roles
- Experience of support ticketing systems is advantageous but training will be provided
- Experience working with software developers and software development projects
- Curiosity with a desire to understand problems and locate the best solutions

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- Strong interpersonal skills, with a proven track record of developing strong relationships across mixed teams with the ability to remain courteous and calm even when busy
- A naturally strong administrator who enjoys keeping records and takes pleasure in systems and process that drive departmental efficiency
- Comfortable taking ownership for personal actions and decisions
- High level of personal drive, which is demonstrable via previous roles
- High level of literacy and numeracy
- Confident with numbers and complex calculations and willing to learn new methodologies
- Personal values of honesty and hard work that match with TWC's values.

Key Accountabilities

Working closely with the TWC Commercial team to ensure that reporting platform service levels are met and contract renewals are successful:

1. Provide KPI reporting to the Head of Commercial monthly to evidence that TWC is meeting its client SLAs
2. Provide QA reporting to the TWC Commercial team to evidence data quality and accuracy
3. Escalate user issues that require the intervention of the Commercial Team, perhaps because the request is chargeable, or it suggests a broader customer engagement requirement
4. Attend client meetings at the request of the Commercial Team

Working with the Head of Development to ensure technical projects are rolled out on time:

1. Maintaining up to date work schedules on the TWC support board
2. Escalating more complex development tasks to senior management for approval
3. Testing new releases and signing off work
4. Maintaining communication with users as issues are triaged and resolved
5. Agreeing new team training requirements to ensure the Support Services Team is up to date and has expertise on all TWC tech
6. Attending regular meetings with the Development Team to build relationships and keep projects on track

Working with the Head of Data Quality to ensure that data cleansing is positively impacting the user experience:

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1. Identifying data cleansing queries amongst the user support questions and passing them on to the Data Cleansing Team after triage
2. Communicating the issue back to the user and managing expectations
3. Liaising with the Head of Data Quality on producing and monitoring QA reports to prioritise workloads across the team
4. Identifying where data cleansing can be improved whilst using the systems on a day to day basis and creating a programme of continuous improvement with the Head of Development and Head of Data Quality

Managing and developing the Support Services team to create a positive and engaged department that wants to delight users:

1. Agree tasks and priorities across team members and create a collaborative culture where work can be passed amongst team members based on capacity and availability
2. Build administrative systems that support departmental efficiency across the support inbox; the support board in HubSpot; Nuclino, the team Wikki; and the team folders on the shared drive.
3. Ensure training notes are kept up to date and team members are given clear instructions on what is expected and management support to achieve expectations.

The package:

- C. £45,000 FTE salary per annum depending on experience.
- 35 Hours per week, worked during core working hours of 9am to 6pm.
- 25 days holiday pa.
- Pension contributions
- Home based but with days spent with team members as required and 1 day per week in the Central Milton Keynes Office.

Other:

- A laptop computer will be provided.
- A small working from home allowance for equipment and utilities is included.
- Out of pocket expenses will be reimbursed – mileage at .45p / rail fares / parking / subsistence.

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