

DIRECT WINES

Direct Wines Role Profile

Position Title	Business Management Graduate
Reports To	Operations Director
Overall Job Purpose	To work on a wide range of projects focused on improving operational delivery and customer service within the operations, warehouse and logistics, contact centre, direct sales, customer service, marketing, and merchandising teams. This role will help you develop strong business acumen and key commercial competencies. Additionally, you will be expected to build constructive relationships across the business to leverage synergies and create a cross functional network.
Key Responsibilities	<p>Logistics</p> <ul style="list-style-type: none">• Supporting all areas of Logistics to include Inbound Supply Chain, Warehouse Operation, Customer Delivery Management, Packaging and Health and Safety. This will involve occasional shift and weekend work.• Understanding the importance of Health and Safety within Logistics and helping to continue to deliver and improve on the Health and Safety culture• Working in partnership with our suppliers to build honest and productive relationships to deliver efficiencies across all logistics functions, suppliers such as; agency staff providers; equipment providers; parcel carriers; packaging manufacturers and inbound shipping forwarders• Working closely with all areas to understand and manage service levels and reviewing daily and weekly KPIs to monitor this• To understand budgetary responsibilities across each of these logistics areas and monitor ongoing P&L impact• Supporting identified projects, understanding benefits in order to help build business cases• To understand all areas of operation in order to identify improvements and make suggestions of innovation helping to deliver cost savings or service enhancements• To attend inter departmental meetings to understand the business partnerships between key areas such as marketing, merchandising, IT, Finance and their impact on Operations.• Learning and understanding DW Group Operations (Global) understanding the differences <p>Customer Services</p> <ul style="list-style-type: none">• Working with the Planning, Recruitment and Training Teams to understand, source and train new starters in line with forecasted demand for additional headcount. You should be maximising service, productivity and seeking to minimise the cost of delivery. Use trend analysis and other tools to apply to strategic and intraday planning• Support the Subscription Retention Team (Wine Plan team) to understand and evolve approaches to maximising renewals while providing the best possible experience to this base of customers• Work with Accounts, Debt collection, Delivery Enquiries & others to explore

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	<p>opportunities to evolve processes, efficiency and customer experience</p> <ul style="list-style-type: none"> • Support our Inbound team to understand how to optimise service levels through inbound calls (orders and enquiries), email and webchat and help develop multichannel capability • Work with the QC & Coaching teams in order to understand their role in maximising customer experience, employee support, development, engagement and loyalty while looking for opportunities to develop these areas • Wine Advisor team - Understand the role of the outbound sales team within the wider business; specifically contact strategy, campaign planning, sales approaches, margin, costs and profitability <p>Other Responsibilities</p> <ul style="list-style-type: none"> • Regular travel to our Theale office, to understand the customer and product journeys from buying, merchandising and campaign management (on and offline) and build cross functional relationships with colleagues. • To work with all customer facing teams to understand the customer experience and make recommendations within the business to improve this • Wine Education to develop a good knowledge of our product range • Regular reviews with business leaders • Any other tasks as assigned by the senior team
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • At least a 2:1 in Business Management, Science or Engineering Degree
Personal Qualities and Skills	<ul style="list-style-type: none"> • Good communicator within and outside of the business, able to represent the Laithwaite's business and brand positively • Adept at building positive and professional relationships • Flexible with an ability to handle multiple tasks simultaneously • A high level of integrity • Strong analytical skills • Excellent attention to detail • Highly organized • Good Excel skills • Team player
Date	October 2019