

Job Description	
Job Title: Commercial Assistant	Reports to: Commercial Executive (Nortech), Production Manager (SPF)
Grade: S1	Role Profile: Clerk
Based at: Doncaster	Mobility/travel: N/A
Primary Purpose of the Role: To work in a fast paced and demanding sales office and to offer full administrative support to the Commercial team. The role will involve working within both Nortech Ltd and SPF UK Ltd, which are part of the SARIA Group. To carry out the role whilst ensuring health and safety procedures are followed at all times. Ensuring that high levels of productivity, attendance and customer satisfaction are maintained at all times.	
Key Duties and Responsibilities: Your duties and responsibilities will include but are not limited to the following: Duties within Nortech Ltd: <ul style="list-style-type: none">• Processing sales orders and daily invoicing for customers, and processing purchase orders/invoices for vendors.• Arranging transport – with internal transport and 3rd party hauliers.• Planning Weighbridge tickets for all outbound loads.• Exporting and completing health certificates.• Responding to customers enquires via emails and telephone with providing excellent customer service.• Communicating daily with the warehouse/production team regarding inventory and planning.• To provide general administration support including filing, scanning and daily paperwork where required. Duties within SPF UK Ltd: <ul style="list-style-type: none">• Create sales orders and confirming sales order with customers.• Arrange transport for deliveries.• Prepare documents for delivery – (CoAs, Pick Lists, Delivery/ABP Notes, Create Nav weighbridge tickets).• Prepare & organise export deliveries (including liaising with Vet, Export Agents, Customer, Import Agents, Chamber of Commerce etc).• Invoicing and raise purchase orders for Transport & costs associated with Exports.• Create frequent reports (particularly for month end).• Appropriate filing of above records.	

General:

- To work in a manner that reflects equal opportunities values; treating others with dignity and respect whilst taking into account the needs of colleagues and customers.
- Providing high standards of quality whilst promoting, building and maintaining effective working relationships with colleagues, suppliers and customers.
- Identifying training needs relevant to the job and participating in any training and development as required.
- Maintaining high levels of personal motivation, attendance and conduct.

The post holder's duties must be carried out in accordance with policies and procedures of SARIA Ltd including, but not limited to the Equal Opportunities, Harassment and Bullying Policy, the Health and Safety at Work Act 1974 and other subsequent health and safety legislation. These duties should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities for the Company, commensurate with the grading of the post.

Key Relationships:

- Commercial Executive (Nortech)
- Production Manager (SPF)
- Group Quality Team
- Customers

Person Specification		
		E = Essential / D = Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Educated to Grade C or above in Mathematics and English at GCSE level or equivalent. 	E
Knowledge	<ul style="list-style-type: none"> • Good IT skills, particularly Microsoft Word, Excel and Outlook. 	E
Relevant Experience	<ul style="list-style-type: none"> • Previous experience of working in a commercial/sales/export environment. 	E
Skills and Competencies	<ul style="list-style-type: none"> • Excellent administrative skills. 	E
	<ul style="list-style-type: none"> • Excellent communication skills (written and verbal). 	E
	<ul style="list-style-type: none"> • Must have great attention to detail. 	E
Attitudes and Behaviours	<ul style="list-style-type: none"> • Be able to work well individually and in a team. 	E
	<ul style="list-style-type: none"> • Have excellent customer service standards. 	E

Person Specification		
		E = Essential / D = Desirable
Decision Making	<ul style="list-style-type: none">• Ability to escalate any decisions as appropriate.	E
Working Demands	<ul style="list-style-type: none">• Be able to prioritise workload and work in a busy environment.	E
	<ul style="list-style-type: none">• Ability to work well under pressure and meet deadlines.	E
Working Arrangements	<ul style="list-style-type: none">• Part time (24 hours per week, Wednesday/Thursday/Friday)	E
	<ul style="list-style-type: none">• 2.5 days in Nortech, 0.5 days in SPF.	E
	<ul style="list-style-type: none">• Permanent.	E
	<ul style="list-style-type: none">• Office based.	E