

**Job Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:** | Fertiliser Specialist | | |
| **Department:** | Crops | | |
| **Band** | 3 | | |
| **Reports To:** | Crops Strategic Partnerships Manager | | |
| **Hours / Days:** | Monday - Friday | 8.30 a.m. – 5.00 p.m. | 37.5 hours per week |
| **Job Summary:** | Working to the Fram 26 strategy objectives, with specific responsibility for the procurement of Fertiliser at the best possible price offering the highest levels of service to the membership. | | |

## Key Responsibilities and Duties

1. **Product Portfolio Management**

* Promote role as specialist in fertiliser to members, colleagues and supply chain.
* Increase volume and turnover with the existing membership base to meet departmental targets.
* Liaise with Crops Farm Trader in relation to member opportunities.
* Encourage innovative input from members, staff and all other stakeholders.
* Manage seasonal campaigns for fertiliser including the Fertiliser Requirement Form and new season. Defining the process, timelines and resource requirement.
* Actively promote the products and services the group provides to its members to increase share of wallet.
* Liaise with Fertiliser Product Manager on up to date fertiliser prices and terms and communicate to team members.

1. **Member Service**

* Ensure the member ordering process from initial query through to final invoice is carried out in a timely manner.
* Increase member commitment by offering truly unbiased advice.
* Effectively manage dispute resolution in relation to orders of fertiliser products.
* Ensure members are kept up to date with developments via all communication channels including but not limited to video updates, market reports, purchasing news and whatsapp groups.
* Liaise closely with the Member Development team in support of FF’s Member recruitment remit.
* Provide and maintain a high level of service to the membership.
* To add value to Fram membership by designing offers in line with members requirements.
* Work closely with members to ensure offers are fit for purpose.
* Encourage member retention and grow the membership.
* Create and encourage cross-selling opportunities in the business.
* Participate in the development and delivery of Fram events including trials days, regional updates.

1. **Administration**

* Provide support to the administrative personnel in relation to receiving and placing member orders on a daily basis as and when required.
* Maintain accurate records of transactions with suppliers, member orders and supplier meetings.
* Maintain real time accuracy of Fertiliser pricelists
* Ensure annual calendar overview of product portfolio, key events and market details are kept up to date.

1. **Professional Qualifications / Quality Standards**

* Establish and maintain any specific industry qualifications
* Comply with TASCC and FIAS standards, company procedures; ensure any breaches in security are reported to the Quality Co-ordinator.
* Deal with problems and complaints in accordance with the corrective action and customer complaints procedure as set out in the Fram Farmers quality manual.
* Abide by the relevant FACTS / BASIS codes of practice.

1. **General**

* Liaise with work colleagues as required.
* Provide support to the crop protection and seed product areas as and when required.
* Maintain a professional attitude and promote the group wherever possible.
* Collate relevant information on various markets and utilise this information to the groups benefit.
* Participate in internal and external meetings as requested.
* Efficient diary management particularly when out of the office or hybrid working
* Identify and meet personal job-related training and development as required.
* Undertake telephone liaison with relevant contacts.
* Raise profile of group by attending functions outside of normal working hours.
* Provide assistance in terms of general and specific business support as required.
* Maintain an awareness of the FF Quality System and report any suspicious / suspected breaches of security to the quality Assurance Co-ordinator.