

Job Description

Job Title:	GFI Administrator		
Department:	General Farming Inputs		
Reports To:	GFI Manager		
Hours / Days:	Monday to Friday	9.00 a.m. – 5.30 p.m.	37.5 hours per week
Job Summary:	Working to the Fram26 vision and strategy objective with specific responsibility for the accurate, timely and efficient administrative support to the general farming inputs team.		

Key Responsibilities & Duties, to include but not limited to;

1. Members

- Deal with Member enquiries
- Receive and place member orders on a daily basis
- Provide and maintain a high level of service to the membership
- Ensure members are kept up to date with developments on new or alternative products as they become available
- Work proactively with our membership to encourage increased levels of business

2. Administration / Quality Standards

- Maintain accurate records of transactions with suppliers, member orders and supplier meetings
- Assess and investigate possible new suppliers and products in order to increase / improve service and terms to members
- Deal with problems and complaints in accordance with standard quality procedures
- Place members orders on the system and with the correct supplier
- Cross check sales against confirmation of sales
- Assist with data input
- Provide specific administrative support to the Fuel, Machinery and Building Materials team including holiday / sickness cover

3. General

- Liaise with work colleagues as required, and comply with reasonable management instructions
- Maintain a professional attitude and promote the group wherever possible
- Participate in internal / external meetings as requested
- Raise profile of group by attending functions outside of normal working hours
- Identify and meet personal job-related training and development as required
- Undertake telephone liaison with relevant contacts
- Provide assistance in terms of general and specific business support as required across all product areas

- Deal with problems and complaints in accordance with the corrective action and customer complaints procedure as set out in the Fram Farmers quality manual
- Maintain an awareness of the FF Quality System and report any suspicious / suspected breaches of security to the Quality Assurance Co-Ordinator

Person Specification

Location:	Easily commutable to Framlingham
Experience:	Customer Service experience Confident telephone manner / skills Strong administrative skills Strong Microsoft Office / General Computer Skills Working within a high pressure environment
Personality:	Excellent organisation skills A resourceful team player Self-assured and motivated Adaptable and flexible in approach Upbeat manner with a “can-do” attitude Ability to learn and assimilate new information quickly Ability to multi-task
Qualifications:	A high standard of general education.
Benefits:	5% non-contributory pension 22 days holiday Death in Service Private healthcare Member Benefits