

# Join a dynamic business and own an equity stake!

## Vacancy: Progress Department Administrator – High Wycombe

Being a fully employee-owned company means our employees think more like business owners and have a vested interest in the success and growth of the business. We actively encourage the mind set of **grow, innovate, evolve, invest.**

The innovative thinking and strategy set by the Shawston management team have allowed Shawston to mature and take stock of the pathway to success. Making strategic business decisions to benefit customers first: when they are happy, Shawston is happy, creating a spiralling effect providing benefits to the company, the employee shareholders, and suppliers. Shawston operates a customer centric focus via the individuals that are responsible for its success.

Shawston have become a vital market leading supplier to both Mechanical Services and Fire Protection contractors and as part of Shawston's growth and continued expansion plans, we have an exciting new position available for a **Progress Department Administrator – High Wycombe**, working with the Fire Protection and Mechanical Team to ensure unrivalled customer service. Ideally you will possess a background from within engineering and have affinity with the products. This role would suit an individual who is looking to grow and develop with a forward-thinking company.

### The Role:

- Deliver unrivalled Customer Service ensuring as a branch we deliver industry leading balance management.
- Liaise closely with suppliers on fulfilment of all order balances, as well as customers on confirmed delivery dates.
- Building relationships with Suppliers and Customers alike.
- Accurate reconciliation of Sage 200 ensuring Purchase Orders reflect anticipated delivery dates, as well as revising Sales Orders with expected delivery dates.
- Processing of SOP's including intercompany and direct orders to support balance fulfilment across the group.
- Liaise closely with the Goods In department ensuring they are well versed on the days booking in priorities.

### Shawston London

Units 8 & 9, Hillbottom Road, Sands Industrial Estate,  
High Wycombe HP12 4HS

Company Registration No: 4251302 VAT No: 781 5359 06



01494 460 910



London@shawston.co.uk

- Process Sales Returns and Credit Authorisation Notes.
- Custodian of the returns register ensuring all returns are documented and the end-to-end process tracked.

**Background and Experience:**

- Extremely methodical with an eye for detail and able to adhere to set procedures.
- Build and nurture long term relationships with customers and suppliers alike.
- Always looking for creative ways to improve the business.
- Understand the motivations and needs of the customer.
- Enthusiastic, driven, creative and focused
- Able to handle and prioritise incoming calls and e-mails. Interpret customer needs and deliver unrivalled customer service.
- Able to initiate, manage and adapt to change
- An effective communicator with strong interpersonal skills and the ability to develop, maintain and exploit strong internal and excellent external relationships at all levels
- Able to challenge, question, persuade and influence at the highest levels
- Detailed knowledge of Microsoft applications including Excel.

**Candidate Characteristics:**

- Extremely methodical and compliance focused
- Professional – attitude/appearance & values
- Results driven
- Excellent communicator
- Enthusiastic
- Customer Centric – strong relationship builder
- Proactive
- Punctual
- Tenacious
- Resilient

**Key Requirements:**

- Highly organised
- Capable of following procedures
- The ability to work with minimal supervision
- Fast learner
- Key eye for detail
- Able to work in a busy environment remaining calm and keeping a positive attitude
- Excellent customer service levels
- Computer and phone literate
- Team Player

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- Adaptable

**The application process:**

Apply here: <https://www.cv-library.co.uk/job/216138852/Progress-Department-Administrator>

All candidates will be expected to have researched Shawston and be expected to attend a minimum of two interviews.

Please do not apply for this role if you do not have the relevant experience.

**No agencies thank you.**

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