

Supplier Engagement Team Leader

Line Manager

EPIC Manager

Overall purpose

The Supplier Engagement Team Leader will provide guidance, instruction, direction and leadership to a team of Data Administrators for the purpose of achieving departmental results. The Team Leader will also be required to perform the day to day tasks of a Data Administrator. The primary role of a Data Administrator is to collect and process data relating to our clients' obligations under the Packaging, WEEE and Batteries regulations. The Data Administrator will liaise with suppliers of Data Insights' customers to collect information by email, SRM or via the PDH, engage with suppliers via telephone as well as spending time at client's sites to undertake weighing exercises.

The Team Leader must motivate the team to use their knowledge and skills to achieve shared goals. The Team Leader will work to implement improvements in the data collection and processing workflow where possible.

The Team Leader will work closely with the Data Team Managers and Account Managers to ensure that high standards of accuracy and customer service are achieved when compiling clients' data submissions. They will also work closely with the Training Manager to identify areas for new training and skills checks.

Key Accountabilities

Responsibility	Objectives
Customer Service	<ul style="list-style-type: none"> • Build a strong working relationship with the suppliers • Ensure that a appropriate level of communication with the suppliers occurs • To deliver excellent customer service to all customers and suppliers, and to ensure this is maintained by the Data Administrators
Line-manage operational Data Administrators	<ul style="list-style-type: none"> • Work with the Training Manager to ensure the Data Administrators receive all necessary training to complete their roles. • To ensure the Data Administrators are aware of, and adhering to, Valpak's policies on Health and Safety and Risk Management • To manage the development of the Data Administrators, including the completion of all personal development plan processes
Data cleansing and maintenance	<ul style="list-style-type: none"> • To ensure that all data is managed according to the departments documented processes

	<ul style="list-style-type: none"> To work with the Data Administrators to implement improvements in the department where possible
Timely and Accurate Reporting	<ul style="list-style-type: none"> Ensure all deadlines are planned and met Responsible for supporting with compiling accurate data submissions in order to meet customers' legal obligations, whether yourself or guiding/supporting data administrators
Sector and Service Growth	<ul style="list-style-type: none"> Identify opportunities for Valpak to extend the range of services provided to clients Support the department in its growth objectives Work closely with the EPIC manager to seek improvement in the mailing structure where possible. Work closely with the EPIC manager and Data Team Managers to facilitate the merge of accounts from World Merge to new mailing functionality (SRM & the PDH).

Skills

- Excellent planning, scheduling and organization skills
- Must have very high standards of accuracy and attention to detail
- Excellent communicator with skills in diplomacy and people-management
- Previous experience providing customer service is desirable
- Experience using MS Excel, Access and Word applications is preferred
- Collaborative working style
- Previous management experience desirable

Qualifications

- Educated to degree level or equivalent

Contact us

For more information please call 03450 682 572 or email careers@valpak.co.uk