



JOB DESCRIPTION:

JOB TITLE:	Customer Service Assistant
REPORTING TO:	Customer Service Manager
REMUNERATION:	Competitive remuneration and benefits package
LOCATION:	Based at the Company's offices at Metal Box Factory, Great Guildford Street, London SE1 with some flexibility for remote working.
COMPANY BACKGROUND:	<p>Bancroft Wines is one of the UK's premier wine companies, serving a wide network of trade, private and corporate clients.</p> <p>Our commitment to supplying outstanding wine is reflected in the quality, variety and competitiveness of our extensive portfolio.</p> <p>We have expert teams dedicated to supplying fine wines, including a unique portfolio of Exclusive Agencies, to private buyers and investors, corporate buyers and to many of the most prestigious restaurants and hotels in the UK as well as a wide network of independent merchants and retailers.</p>
JOB DESCRIPTION:	A core role within the business providing comprehensive administrative support to the Order Desk, direct customer liaison and assistance for the Sales teams as required.
KEY DUTIES AND RESPONSIBILITIES:	<p>This multi-faceted role requires a self-motivated and proactive individual with a hands-on approach to problem solving, the ability to deliver on deadlines and think clearly under pressure.</p> <p>Key responsibilities include:-</p> <ul style="list-style-type: none"> • Offering full administrative support to the Order Desk with priority focus on managing the full order processing cycle, including liaising with logistics/distribution, trouble shooting and taking ownership to address all queries and matters arising. • Providing quality sales support to the Sales Managers • Attending events where required (eg, portfolio tastings).
CORE COMPETENCIES & ATTRIBUTES:	<p>Key skills required include:</p> <ul style="list-style-type: none"> • Comprehensive wine knowledge (to WSET Level 2 or above) • Excellent communicator with confident telephone manner as first point of contact for customer calls • Exceptional customer service skills in building effective customer relationships • Solid administrative and IT skills with thorough attention to detail • Self-starter with the ability to multitask and prioritise workload to meet exacting deadlines • Robust work and service ethic • Enthusiastic team working attitude forging strong relationships with colleagues across the business



JOB DESCRIPTION: CUSTOMER SERVICE ASSISTANT
(Cont'd)

HOURS OF WORK:	37.5 hours per week with normal hours of work 09:00-17:30hrs Monday to Friday inclusive.
BENEFITS:	<ul style="list-style-type: none">• 25 days' holiday entitlement in addition to public and bank holidays increasing to 28 days' entitlement after 5 years' completed service• Discretionary bonus• Life Assurance (subject to eligibility)• Income Protection (subject to eligibility)• Auto Enrolment [Workplace] Pension Scheme (subject to eligibility)• Wine discounts

Duties and responsibilities of this role will include but not be limited to the above and will vary in response to the requirements of Bancroft Wines' operations at any given stage.

Last Reviewed: December 2024