



Department  
for Work &  
Pensions

# KICKSTART SCHEME

## Supply Kickstarter

### Job summary:

To provide excellent administration support in a timely manner to create the foundations of a successful and profitable supply chain, through careful management of key data.

- Support our Supply Team with all processes relating to our web-based customers
- Liaise with our web-based clients to ensure their customers receive exceptional customer service
- Communicating with customers through a variety of methods to resolve their queries with empathy and in a timely manner
- Listening to feedback and then supporting in exploring new ways to relentlessly improve the Supply Team
- Take the opportunity to grow, develop and thrive and support others
- Provide excellent customer service to all
- Comply with company policies and procedures including awareness of the current GDPR regulations and the confidentiality required for the position

### Essential skills:

- Able to use Microsoft office packages
- Interest in operations principles/processes with supply chain being a key part of this
- Excellent communication skills and interpersonal skills
- Flexible and adaptable manner with plenty of initiative
- Able to manage own time and prioritise workload

### Work details:

Monday - Friday 9am - 2.30pm, with a blend between office (Fenton, Stoke on Trent) and home working.