

Role profile



Role title:	Customer Support and Sales Advisor
Reports to:	Customer Support and Sales Manager
Department Head:	Senior Transactional Services Manager
Location:	Head Office Based

Objectives of the role

- Admiral Taverns' income and profit stream relies on the sale of drinks to its estate of tenanted and leased pubs. The Customer Support and Sales (CS&S) team is key in managing and developing this sales income. The CS&S team also provides important support to licensees to help them operate their businesses and their relationship with Admiral effectively. CS&S Advisors communicate regularly with licensees, primarily by telephone but also via digital media, handling queries, taking and processing orders whilst up-selling, cross selling and assisting with tie compliance. Building strong working relationships with licensees via a culture of outstanding customer service is at the heart of the role.

Key Responsibilities

- To call and maintain a diary of pubs/licensees to call each week and process their drinks orders.
- To sell key brands into our pubs to ensure each of our licensees has the best product range available for their customers.
- To drive licensee engagement with Admiral's online ordering platform and support licensees in using it efficiently.
- Efficiently handle incoming calls and digital communications from our licensees, internal colleagues including members of our field team, our distribution company and other suppliers.
- Provide a friendly, professional and supportive front line contact service to Admiral's licensees
- Manage important tasks which form part of the drinks supply service, some of which require time critical action e.g. order/line failures, picking failures, EDI rejections, nil order escalation, free of charge stock management, processing transfer orders, reporting faulty stock (Tag Returns) etc.
- Flexibility to cover other department tasks or assist as required

Skills and Experience

- Always demonstrates professionalism.
- Ability to multitask skills.
- Positive in all situations, even under the most testing circumstances.
- Excellent time keeping.
- An effective communicator who has the respect of their colleagues.
- Proactive – looking at opportunities to support in advance.
- Polite and confident telephone manner. Treating others as you would wish to be treated.
- Willing to go the extra mile for customers, colleagues and their team.

- Resourceful – having a ‘can do’ attitude to think around problems to find a solution.
- Tenacious – to see things through to completion.
- Must have experience using Excel.

Working Arrangements:

Location:

- This position is Head office based with the expectation of office working for 5 days per week.

Hours of Work

- CS&S provides service from 7.45am to 5pm, Monday to Friday. You will need to be flexible to work a rota of three shifts between the hours of 7.45am and 5pm (“early, standard, late”).
- The holiday year runs from 1st January to 31st December. Your annual holiday entitlement is 25 days. You will be required to work a share of bank holidays. You will be entitled to all Public Holidays of Christmas Day, Boxing Day and New Year’s Day.



Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.

ONE TEAM

WE WORK TOGETHER IN A POSITIVE AND INCLUSIVE WAY

Collaboration and accountability
Be supportive and open
Motivate yourself and others

WE CARE

WE RESPECT AND CARE ABOUT OUR TEAM, LICENSEES AND OPERATORS AND DEMONSTRATE THIS IN OUR ACTIONS

Honesty and integrity
Empathy and compassion
Communicate with clarity to all

MAKE A DIFFERENCE

WE STRIVE TO MAKE THINGS BETTER

Take ownership and lead by example
Give and accept positive challenges
Deliver ambitious results

Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.