

Despatch Administrator

Department: Commercial	Company: AESSEAL plc	Job Ref. No:
Reporting to: Despatch Lead	Location: Rotherham - Mill Close	

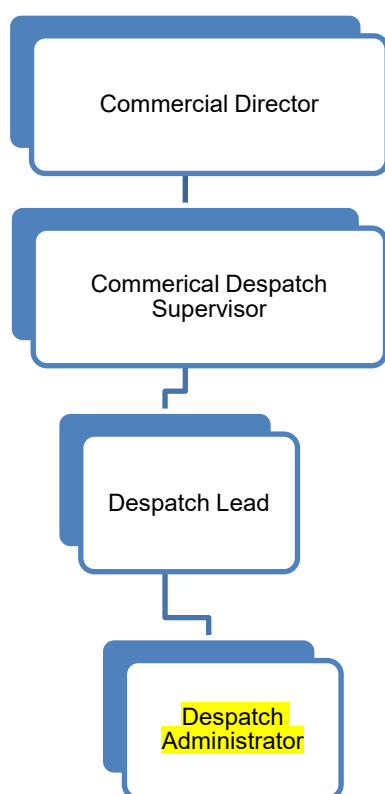
Job Purpose

To provide administrative support to the Despatch function, acting as a key link between the Despatch Administrators, Stores Despatch Team, and other departments. The role supports the accurate and timely shipment of goods, helping to ensure excellent customer service and smooth day-to-day operations.

Job Dimensions

- Support the daily activities of the Despatch department to ensure shipments are processed and dispatched correctly.
- Liaise with Stores, Despatch, Commercial and other departments to maintain effective communication and workflow.
- Prepare and maintain shipment documentation and related administrative records.
- Assist with customer and internal enquiries relating to shipments and deliveries.
- Act as a second point of contact for incoming telephone calls, providing reception cover during breaks, absences and periods of high call volume.
- Provide general administrative support to the Despatch Lead and wider team.

Organisation Chart



Principal Accountabilities

- Arrange and book domestic and international shipments using approved courier and freight providers.
- Prepare shipping documentation, including commercial invoices, packing lists and other shipment paperwork.
- Ensure orders are despatched in line with customer requirements and delivery schedules.
- Proactively track shipments, communicate updates and resolve any delivery, customs or service-related issues with customers and logistics providers.
- Maintain accurate shipment records and documentation within SAP and other company systems.
- Produce routine reports and support continuous improvement initiatives within the department.
- Provide a professional and responsive service to both internal and external customers, responding to enquiries and escalating issues where appropriate.
- Work closely with colleagues across Despatch, Stores and Commercial departments to support daily operations and departmental objectives.
- Provide second-line reception cover during breaks, absences and periods of high call volume, including answering and directing calls and greeting visitors when required.

N.B this list is not exhaustive, the job holder is required to carry out reasonable tasks within the level of skill and ability.

Skills, Knowledge and Experience

Criteria	Essential	Desirable
Qualifications	Good level of secondary education (eg: minimum of Grade C (or 4/5) in Maths and English or equivalent)	
Skills & Knowledge	- Effective communicator and team player with excellent interpersonal skills. - Excellent communication skills both written and oral - Excellent organisational skills	- Competent in the use of SAP - Working knowledge of export - Excellent telephone manner - Working knowledge of Export Controls
Experience	Familiar with Microsoft Office Applications	Experience of working within an engineering / customer facing environment
Character	- Desire to provide exceptional customer service - Eager to assist in the continuous improvement of the organisation - Ability to promote, embrace and manage change - Contribute to a happy working environment - Ability to form and maintain good working relationships - Comfortable working within a fast moving environment, and able to adapt to changing environment - Team Player - Adaptable / Pro-active / problem solver	

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AESSEAL® overview

AESSEAL® is part of the AES Engineering Ltd Group, a global engineering and reliability leader with sales exceeding £283 million. We design and manufacture mechanical seals and seal support systems that keep industry moving, and our innovations are engineered to minimise environmental impact, helping customers cut waste, save energy and combat climate change.

We're proud of an exceptional reputation and an equally strong commitment to social responsibility.

Careers at AESSEAL® are built on opportunity. We develop talent from apprenticeships upwards, give people room to grow, take on responsibility and progress into management roles.

Explore our day-in-the-life videos to meet the teams and see what your next role could look like. Employees are encouraged to make a difference beyond the day job, working with schools to inspire future engineers and entrepreneurs, sponsoring GUTS events, and driving our mission to achieve global Net Zero.

Our culture of excellence is recognised with 16 King or Queen's Awards and numerous ISO certifications across quality, health and safety, environment, cybersecurity and more. With year-on-year sales and profit growth, and over £61 million invested in facilities and machinery, AESSEAL® offers the resources, stability and ambition that make it a uniquely rewarding place to work.



Our core values

Our Purpose is to give our customers such exceptional service that they need never consider alternative sources of supply.

- We pursue excellence in order to continuously improve.
- We promote, embrace and manage change.
- We champion honesty and fairness.
- We are committed to protecting the environment.
- We create an environment where we are happy at work.

Our vision is to become the leading global reliability business, delivering solutions to help industries save water, energy, cut pollution, and create a better world.

Our focus - to us, the customer really is king. It is our focus on customer service and quality that has seen us grow year on year since we were established in 1979. Today we have 69 businesses from 108 locations, serving over 100 countries, and employ a global network of sales engineers and technical support specialists.



The benefits

At AESSEAL®, we recruit and develop the most talented individuals, whether that's in engineering, sales, service, or support roles.

Working collaboratively across our global operation, we are one 'family' community, where teamwork is encouraged and clarity, mutual respect, and understanding are key. If you would like to find out more about our current vacancies and apprenticeship schemes, please navigate using the careers menu.

What are the benefits to working for AESSEAL®?

- Pension Scheme including Salary Sacrifice
- Aspire to Retire Scheme
- Life Assurance
- Length of Service Scheme (5 years, 10 years, 15 years, 20 years, 25 years, 30 years and 35 years)
- Mindful Employer – Supporting Mental Health
- Cycle2Work Scheme
- EV Car Scheme – partnered with Octopus Energy
- BenefitHub – exclusive discounts, rewards and cashback
- STAR Awards - £250 Amazon Voucher
- Sporting Tickets
- Westfield Health cover at discounted rates
- Help@Hand – Employee Wellbeing and Mental Health
- AES Tree Walk
- Free On-Site Parking and EV Charging Facilities

