



Despatch Administrator Maternity Cover

Candidate Brief

AESSEAL plc, Mill Close, Rotherham, S60 1BZ

Email: Careers@aesseal.co.uk



ENVIRONMENTAL TECHNOLOGY

AESSEAL[®] overview



AESSEAL[®] is a global engineering business, in excess £200 million in revenue which designs, and manufactures precision-engineered mechanical seals and seal support systems. The products that AESSEAL[®] create will reduce the impact on the environment and thereby reducing the negative impact on climate change.

In addition to our excellent business reputation, at AESSEAL[®] we pride ourselves on exceeding our social responsibilities. We have a track record of developing apprentices and people within the business. Giving employees the opportunity to grow within the business and undertake additional responsibilities in management positions. AESSEAL[®] also strives for our employees to be part of some very successful initiatives., including working with schools to inspire the next generation of engineers and entrepreneurs, sponsoring GUTS events, as well as achieving carbon Net Zero.

AESSEAL[®] is also a recipient of 15 Queen's Awards, plus numerous ISO certifications. The business has a track record of achieving year-on-year sales and profit growth and has invested millions of pounds in facilities and machinery which contribute to making AESSEAL[®] a unique 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 230 locations worldwide, supplying customers in 104 countries, and employ a global network of sales engineers and technical support specialists.

C. J. Rea, Managing Director



The benefits



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

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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[®]?

- Salary sacrifice pension scheme via Peoples Pension
- 32 Holiday Days including bank holidays
- Free On-Site Parking
- 2 x Salary Life Assurance
- Westfield health cover at discounted rates
- Bike Storage
- EV charging facilities
- Long Service Awards



An opportunity has arisen to work within our busy commercial department providing support to the Commercial Administrators with the despatch side of the business and also be second point of contact to incoming calls after the receptionist.

Despatch Administrator/ Reception Cover Role

Job Title: Despatch Administrator/ Reception Cover - **Maternity Cover**

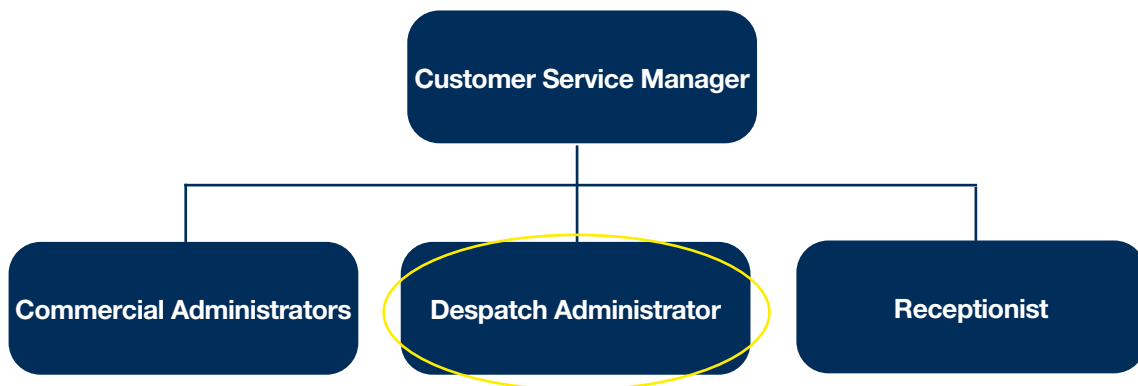
Department: Commercial

Location: Global Technology Centre, Bradmarsh Business Park, Mill Close, Rotherham, S60 1BZ

Organisation: AESSEAL plc

Reports to: Despatch Lead

Organisational Chart



Principle accountabilities

- A.** Responsible for general admin tasks within the commercial office i.e. scanning and filing month end paperwork.
- B.** Work closely with the company receptionist as the second point of contact for calls coming in to the business, ensuring calls are dealt with quickly and efficiently.
- C.** Work closely with commercial and despatch functions to ensure all despatch paperwork is correct and orders are shipped on time – looking out for orders that are due and informing the correct administrators.
- D.** Covering the receptionist for breaks and lunch times and also providing cover for holidays and sickness
- E.** Using on line shipping websites such as FedEx, DHL and TNT
- F.** Provide support to the commercial administrators and the Stores team if required.
- A.** Ensure that when problems arise, prompt and effective corrective action is taken to ensure a satisfactory conclusion is reached for all parties
- H.** Actively participate in ensuring company performance measures are met, in particular those related to service levels
- I.** Effectively communicate between departments.

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



Skills, knowledge and experience



Criteria	Essential	Desirable
Qualifications	Will have minimum grade in C Maths & English GCSE (or equivalent)	
Skills & Knowledge	<p>Effective communicator and team player with excellent interpersonal skills</p> <p>Excellent telephone manner</p> <p>Excellent communication skills both written and oral</p>	<p>Competent in the use of SAP</p> <p>Working knowledge of export / international trade</p> <p>Knowledge of a foreign language</p> <p>Working knowledge of Export Controls</p>
Experience	Familiarity with Microsoft Office Applications	<p>Previous Experience in an office environment would be desirable</p> <p>Previous Experience in a customer focussed environment would be beneficial</p>
Character	<p>Desire to provide exceptional customer service</p> <p>Eager to assist in the continuous improvement of the organisation</p> <p>Ability to promote, embrace and manage change</p> <p>Contribute to a happy working environment</p>	

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