

## **Operations Assistant**

**Location: Borough, London**

Competitive salary dependent on experience. Company performance-related bonus, healthcare insurance & wellbeing benefits.

**Our Operations team are looking for an enthusiastic Supplier Performance Coordinator to assist the Operations Manager and wider team in ensuring suppliers comply with Liv-ex's delivery SLA's whilst providing a high level of customer satisfaction.**

Liv-ex is the global marketplace for the wine trade, with over 560 members worldwide. We offer business services that span trading, data, fulfilment and automation technology to a diverse group of wine businesses – from ambitious start-ups to established merchants.

Our goal is to make fine wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. We are hard-working, committed yet informal, energetic and action oriented.

Founded in 2000, Liv-ex has grown to serve a growing number of merchant members with a broadening range of services. We help clients and other stakeholders to better understand the fine wine market and identify opportunities to profit.

### **Summary Purpose**

We are looking for a highly organised, proficient French and/or Italian speaking co-ordinator to work closely with the Operations Manager to improve our overall supplier on-time performance.

Day to day, you will request and record feedback for late trades, keeping buyers informed and resolving any issues caused by late delivery, liaising closely with the finance and sales teams to proactively manage consistent underperformers.

You will work closely with the Operations Manager to continually improve processes and supplier performance, i.e., by analysing data and creating and evaluating reports on these metrics.

The role will suit someone who is driven to understand and satisfy customer needs whilst maintaining our delivery SLA's. The right candidate will be an excellent communicator and have an excellent attention to detail.

### **Responsibilities**

- Member of the Operations Team
- Work with suppliers on the timely delivery of trades
- Request and record feedback for late trades keeping buyers informed
- Create and analyse reports regarding on time compliance
- Resolve any issues caused by failure to deliver on time, ensuring buyer requirements are satisfied
- Liaise with finance and sales regarding members consistently underperforming against Liv-ex's delivery on time SLA's
- Work with the Operations Manager on action plans to improve supplier performance

## **Knowledge, Skills and Experience**

### *Essential*

- Degree educated: achieved 2:1 or equivalent
- Highly organised.
- Excellent attention to detail
- Good problem solving skills
- Ability to communicate effectively with external customers and engage in difficult conversations
- Verbal and written French and/or Italian language capability
- Proficient in Microsoft Office Suite; with a focus on Excel.

### *Desirable*

- WSET qualifications

To apply, please send a copy of your CV with a cover letter to outline why you are interested in this opportunity to our HR team at [clientresourcing@strattonhr.co.uk](mailto:clientresourcing@strattonhr.co.uk).