

Operations Executive

A unique opportunity for an enthusiastic and ambitious person to join a small but dynamic Operations team at the heart of the fine wine industry.

Location: Borough, London

Office based

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

About Liv-ex

Liv-ex is the global marketplace for the wine trade, with over 620 members worldwide. We offer B2B services that span trading, data, logistics and 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 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

Liv-ex are looking for a highly motivated and friendly person with strong problem-solving skills to join our busy Operations team. The role will involve being the dedicated logistics account manager for a number of our Liv-ex members, where you will be responsible for all post-trade queries, issues and trade compliance for your member base.

Responsibilities:

Will include, but are not limited to:

- Support the Operations Manager in implementing process changes and setting action plans to improve supplier performance and deliver the team KPIs.
- Solving post trade issues; buying/sourcing replacement wines, negotiating discounts/alternative solutions between buyer and seller, chasing in late trades, keeping buyers informed of any trade issues/delays.
- Manage queries in a timely manner through our internal ticketing system.

- Support the Sales team in delivering growth and a positive customer experience.
- Work closely with selected trading members to minimise and solve trade issues and ensure trades are delivered on time.
- Resolve customers logistics problems & answer member queries.
- Identify and report trends in customers' feedback and opportunities for process improvements.

Knowledge, Skills and Experience:

Essential:

- French language skills (other European languages desirable; particularly Italian)
- Excellent communication skills and customer service skills
- Excellent attention to detail
- Excellent verbal and written language skills
- Ability to handle complaints/deal with issues
- Strong problem-solving capabilities

Desirable:

- WSET: we are happy to support training

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.