

Operations Assistant

Location: Battersea, London

Circa £25K per annum dependent on experience plus performance-related bonus, healthcare insurance & wellbeing benefits

Exciting opportunity for an enthusiastic graduate with strong problem-solving skills to join a fast-paced Operations team with international reach

Liv-ex (The London International Vintners Exchange) operates the global marketplace for fine wine. We provide data, trading and settlement services to the majority of merchants in this field worldwide. 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. As award winners in 2016, 2017 and 2018, our products are already achieving industry acclaim. The culture of the company is hard working, committed yet informal, energetic and action oriented.

Summary Purpose

We're looking for an Operations Assistant to join our fast-paced Operations team. You will oversee and ensure that all trades on Liv-ex are received, checked and made available to the buyer within a set time frame. The successful candidate will also assist in negotiating and resolving any issues or discrepancies with the buyers and/or sellers, create reports to monitor supplier performance and outstanding issues.

You will also be assisting the operations team with daily admin tasks: arranging collections, uploading stock lists, and providing clients with PODs (Proof of Deliveries), delivery schedules and answers to general system queries.

The successful candidate will be an important member of a small Operations team, working alongside colleagues on the Sales team and within the Liv-ex warehouses to ensure that any issues are resolved professionally and efficiently.

Role Responsibilities

- Assisting with the negotiation with buyers and sellers to resolve any issues such as loss or damage of stock, lateness or other non-compliance
- Ensuring deliveries to Liv-ex warehouses are on time
- Reporting on and managing supplier performance to ensure compliance with Liv-ex standards

- Monitoring stock for quality purposes
- Providing customer care in an approachable and friendly manner
- Troubleshooting issues internally and externally
- Helping the Operations team to reach their KPI targets

Knowledge, Skills and Experience

Essential

- Educated to degree level or equivalent
- Fluent in English, both written and spoken language
- Advanced French language skills
- Strong problem-solving and organisational skills
- Ability to work well under pressure
- Self-motivated and able to use initiative
- Ability to remain objective when dealing with issues
- Patient; as the solutions/negotiations can take time
- Confident individual with excellent communications skills
- Flexible and adaptable team player with the ability to work well in a fast-paced environment
- Good IT skills and competent user of Microsoft Excel and Outlook

Desirable but not mandatory

- WSET qualifications
- Other language skills, such as German, Italian or Chinese
- Prior experience in a similar role
- A keen interest and understanding of the fine wine market

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.