

JOB DESCRIPTION



Section 1: General information	
Job title:	Purchasing Administrative Assistant
Department:	Purchasing
Reports to:	Purchasing Manager
Section 2: PenCarrie's story and purpose	
<p>PenCarrie's story:</p> <p>With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.</p> <p>PenCarrie's purpose:</p> <p>The distribution partner that enables exceptional customer success.</p>	
Section 3: Purpose and responsibilities of the role	
<p>Main purpose of role:</p> <p>To develop knowledge and understanding of the purchasing principles and processes; to effectively provide expert administrative support to the Purchasing Team and key departments and to undertake tasks to achieve Company objectives whilst delivering a high standard of service where customers are considered in every decision to help them succeed.</p> <p>Main responsibilities:</p> <ol style="list-style-type: none">1. To be the point of contact for enquiries raised by key departments in relation to product queries, descriptions and availability including due dates. Responding to all enquiries with conviction and pace.2. To regularly update and maintain product delivery dates to ensure key departments have the information they need about stock availability when liaising with customers. This will be achieved by:<ul style="list-style-type: none">• Analysing purchasing data to identify overdue orders.• Contacting suppliers for relevant information/reports relating to product due dates.3. Using supplier data, supplier websites and internal communications, to accurately maintain or change product information when required and within set timescales.4. Build a strong and respectful relationship with the warehouse team and suppliers, liaise on delivery discrepancies, stock enquiries and quality issues to ensure a positive outcome for the Company.5. Develop effective working relationships across the Company to ensure an efficient purchasing service.6. Work closely with suppliers to gather information on important policies and procedures relating to ethical and moral practises.7. Work closely with suppliers to gather important information which will be organised, updated and maintained for the use of the Purchasing Team and the wider business. This information will include:<ul style="list-style-type: none">• Suppliers contact details, website logins, shipping terms.• Commodity codes, countries of origin, supplier product codes, non-stock pricing.8. Monitor/track supplier and competitor inventory levels.9. Produce reports for the Purchasing Team and the senior leadership team as instructed.10. Help the Purchasing Team process and transmit purchase orders.11. To take on some buying responsibilities within the team as part of future development.12. Produce and maintain product data to suit the needs of the business.13. Take on any other responsibilities or tasks within your skills and abilities whenever reasonably asked.	

Section 4: Person specification

Knowledge, skills and experience required:

Essential

- Experience of multitasking and working independently as well as part of a team.
- Strong numeracy and accuracy skills with excellent attention to detail.
- Demonstrable tenacity and problem solving skills.
- Excellent organisational, administrative and prioritisation skills.
- Strong verbal and written communication skills.
- Strong working knowledge of Microsoft Office packages.
- Ability to build and maintain strong and respectful relationships with internal and external customers over email, phone and face to face.
- Ability to communicate well at all levels.

Desirable

- Experience in a similar role
- Excel qualification (or similar in experience)

PenCarrie Values

We're dedicated to customer success

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

We build strong and respectful relationships

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

We look forward and embrace change

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

We're proud of everything we do

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

We grow responsibly

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities



Section 5: Job description prepared by

Job title: Purchasing Manager

Date: January 2025