

Operations Support Coordinator

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Company: Vets for Pets

Location: Wolverhampton

Category: other-general

Operations Support Coordinator

Stafford Fulfilment Centre

The Role

To support the smooth running of the SFC Warehouse operations, ensuring all operational absence is captured and tracked. To co-ordinate daily operational administration tasks, supporting the Shift Operations Manager with organising and prioritising work coming in via electronic channels.

Shifts

Nights - 20:00 – 08:00 4 on 4 off

Key Responsibilities

Responsible for managing operations emails, responding to, filtering, and redirecting emails and escalating any emails that are high profile/ high risk to the duty management/leadership.

Produce accurate KPI's daily for the Operational managers ensuring all information is reliable and precise.

Produce and analyse reports for Managers and distribution Leadership team.

Manage the absence phone line, taking and returning calls and speaking to colleagues directly regarding absence on shift.

Update Time & Attendance /performance systems and trackers with colleagues' absence

Monitor daily absences via time & attendance system, reviewing any unreported absences to ascertain reason/s, completing paperwork as required.

Co-ordinate outstanding welcome back to work forms to and from the operational Managers.

Adhere to GDPR regulations and confidentiality of all colleague information.

What you will bring

Previous administrative experience within a fast-paced office environment is essential with use of Microsoft Word, Excel, Teams, and email.

Ability to form collaborative relationships with Operations and support office teams.

You are a team player, who respects and adheres to our business values and naturally demonstrates our core behaviour.

You help to create a friendly and supportive working environment.

Excellent organisation skills and attention to detail

Excellent communication and customer service skills, including telephone skills and written communication over emails.

Ability to work on own and organise own workload.

Excellent organisation skills and attention to detail

Ability to effectively contribute to a team environment.

What you will get in return

Competitive pay

Full-time employment

Training and development opportunities

Potential industry qualifications

Room for career growth within our company

A generous Total Reward Package, which includes:

Paid annual leave (22 shifts increasing to 24 after 2 years service.)

Free on-site parking

On-site electric vehicle charging.

A paid day off for your birthday

An extra paid day off to celebrate a new pet in your family.

Cycle to work program for tax-free bicycle purchase.

Enhanced maternity, paternity, adoption, and shared parental leave

Access to a subsidised canteen, discount in Pets at Home stores and more!

(Note: Benefits are pro-rated based on your contracted

About Us

Pets just see people. They are not biased, and they do not discriminate. We take our inspiration from pets, and we value and respect difference in all its forms. Our aim is to reflect the diversity of the communities we operate in, and every colleague can help us achieve this. We encourage our people to be themselves so even if your skills and experience do not perfectly align, if you think you can make a unique contribution through your values and behaviours, we want to hear from you!

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