

JOB DESCRIPTION

Position:	Director of Customer Services, Hachette UK Distribution
Reports to:	COO, Hachette UK Distribution
Hours:	35 hours per week (Mon- Fri)
Location:	The Hely Hutchinson Centre (HHC), Milton Road, Didcot, OX14 7HH

About Hachette UK Distribution:

Hachette UK Distribution is the leading book distribution company in the UK, providing comprehensive distribution services, and exceptional customer service, to our client publishers and their customers. This is a very exciting time in our history as we have recently opened a brand new, state of the art distribution centre which will enable our vision for the business to double in size over the coming years. The Hely Hutchinson Centre (HHC) is one of the most advanced distribution centres in Europe, with leading-edge automation and modern systems which will ensure world-class service to customers and publisher clients. It will ultimately become Hachette UK's sole distribution centre with a single customer services team. Publisher clients currently served by the existing businesses, LBS and Bookpoint, will migrate to it as part of a managed transition between 2018 and 2020. Hachette provides comprehensive distribution services to 30 publishers, many of which are third party clients from outside the Hachette UK group. We ship more than 60 million books globally each year and supply one out of every four books to the UK trade.

Hachette UK Distribution is a part of Hachette UK and Hachette Livre, one of the world's largest publishers.

The Role:

This role is a one-off opportunity within Hachette UK Distribution to lead Customer Services through the journey from early start up to full consolidation of the existing customer services teams. The department will grow from its current size to over 100 people as first we consolidate, and then expand significantly by winning more publisher clients.

The successful candidate will be a strong leader with proven customer services and client management skills. They will need to become highly visible in the business, with the ability to run expansion projects and think strategically. A high degree of empathy and first-class communication skills are essential, as is the character to inspire both the business and our clients. This role will be an integral part of the senior management team.

The priorities for this role will be:

- Meticulously develop the customer services implementation plan for each phase of transfer from the existing sites. This will include roles such as defining staffing and training needs, defining and implementing best practice ways of working and leading the teams through change.
- With the CEO and COO, define the structure of the customer services team. Manage the growth of the department successfully towards the end goal through effective evaluation of the current team and recruitment.
- Build and maintain effective relationships with publishers and customers and become a trusted partner. The role requires significant interaction with publishers and customers especially during this transitional period as well as tight process management ongoing.
- Create a high performing, multi-skilled team, with an ethos of continuous improvement, high levels of customer service and efficiency to enable you to achieve maximum efficiency, productivity and quality.
- Work in tandem with other heads of department and managers to achieve sustainable improvements in service across the business which customers and publishers value.
- Manage the day to day running of all areas of the Customer Services team to ensure all the key metrics of service, quality, productivity and cost are achieved.
- Plan, forecast and report performance, analyse data to highlight trends and plan improvements and opportunities.
- Create and communicate a publisher reporting pack which demonstrates our level of service, interesting trends and highlights opportunities to improve.
- Foster positive relationships with customers and business partners such as Pubeasy which delivers a high level of service.
- Take responsibility for the Customer Services budget, managing all the key cost lines and identifying revenue opportunities.
- Work with the broader management team to create a continuous programme of process improvement for all areas of the business around LEAN principles.
- Coach, motivate and mentor direct reports. Create an environment of career progression and development support by a strong programme of learning development so that people are supported to achieve their full potential
- Operate in accordance with best practice, ensuring organisational compliance with ISO14001 and relevant health and safety legislation.
- As a member of the HHC Executive team, play an active role in the strategic direction of the business.

PERSON SPECIFICATION:

Essential Factors	Desirable Factors
<p><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Proven experience of successfully building and managing a customer services or account management team of similar magnitude to this role • Proven track record of building, transforming and sustaining client relationships and delivering improvements to service • Proven capability of managing large scale change projects and transferring business from multiple sites • Awareness of budget constraints and ability to provide the best level of service within that • Management of a diverse range of clients • Project Management 	<p><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Knowledge of SAP CRM functionality • Experience of Call Centre Systems • Knowledge of the book trade and distribution business • Awareness of ISO accreditation and health and safety in the workplace.
<p><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Excellent leadership, negotiation, and organisational skills • Empowers, develops and coaches others to help them achieve their potential and objectives • Excellent communication skills, written and verbal • Diverse range of influencing skills • Practical and flexible approach to work combined with the ability to multi task. • Strong analytical and problem solving skills • Tenacity to stay with a long project • Ability to delegate effectively • Able to achieve deadlines • Accurate and consistent • Diplomatic • Treat all matters with strictest of confidentiality 	<p><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Mentoring and coaching skills • Presentation skills • Starter and finisher

Additional Terms & Quality, Health, Safety & Environmental Responsibilities

1. The Post Holder will be expected to complete an induction at the commencement of employment that includes safety, quality and environmental.
2. The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the business.
3. This Job Description is not exhaustive and will be subject to review by the manager and the post holder.
4. During the course of his/her duties the post holder may become aware of confidential information in relation to the company or staff. Any breach of such confidentiality will be viewed with the utmost gravity.
5. You will be required to take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
6. Co-operate with management on safety, quality and environmental matters.
7. To report on all incidents, accidents, near misses, spillages, safety, quality and environmental hazards, diseases and illnesses to your line manager.
8. All staff with a requirement to lift and handle objects should receive basic in-house instruction in safe working practices.
9. In accordance with training and instruction, correctly use equipment and wear personal protective equipment supplied. To not interfere or misuse equipment provided for safety, quality and environmental purposes.
10. No stock / product is to be removed from site at any time.
11. As a member of staff of Hachette UK Distribution, you have the right to be treated fairly and with courtesy and understanding to ensure equality for all and respect for individual differences. You also have a personal responsibility for treating others in this way.