
JOB DESCRIPTION

Position: Master Data Administrator

Department: Customer Service

Reports to: Master Data Manager

Hours: 35 hours p.w.

JOB SUMMARY:

The Master Data Administrator is responsible for the creation, maintenance and reconciliation of customer and title data records on behalf of HUKD and all its publisher clients, resolving any irregularities that arise. To provide a first line contact between publishers and other departments within HUKD in relation to master data management. To maintain a high standard of quality and productivity.

RESPONSIBILITIES:

- Creation and maintenance of customer and title files using a range of SAP system transaction programs and overrides accurately and effectively.
- To maintain and enhance proactive working relationships with publishers and customers for whom you are responsible.
- Ensure all relevant departments are kept informed of changes and implications.
- To develop own role within department and active in improving master data processes.
- Liaise with department managers as appropriate to seek advice on queries.
- Learn all aspects of the wider business to understand the complete supply chain.
- Undertake other duties and projects as required by your manager.
- Ensure quality and health and safety standards are met.
- To maintain strict confidentiality.
- To ensure that all work, carried out on behalf HUKD and its clients is carried out within agreed service levels and quality.

GENERAL

SAP roles are defined to ensure that only authorised roles can create/amend master data records; in relation to this data the team are the key inputs and drivers into this information, this ensures system and data integrity. The data feeds to many sources that are dependent on the supply and quality of it; CRM customer services, JDA warehouse system, customer P&A feeds, Biblio publishing system, and many more.

Creation and amendments of customer and title master data records includes data that can be sensitive, specific to that customer, operational requirements, informative and can drive different processes within the sales order processing, warehouse and financial systems.

SPECIFIC TASKS:

- Creation and amendments of;
- Customers - trade, one time, educational and co-edition
- Credit segments
- Credit limit/terms/profile/collection
- Communications
- Discounts
- Reps
- Shippers
- Returns groups
- Special pricing and discount conditions
- Market restrictions
- Market permissions
- Titles – including variant specific records

SYSTEMS: SAP ECC, LSMW for SAP, Microsoft Excel, Biblio

PERSON SPECIFICATION:

Essential Factors	Desirable Factors
<p><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Excellent keyboard skills and IT literacy. • Knowledge and experience of Microsoft Outlook and Word. • Knowledge and experience of using Excel to transform and reconcile data. • Qualified to GCSE (or equivalent) Grade 5 or above in Maths and/or Computer Science 	<p><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Experience of working in master data role or a similar role involved in maintaining data integrity in an ERP system. • Experience of SAP ECC and data load/reconciliation e.g. LSMW. • Knowledge and experience of using PowerPoint. • Knowledge and experience of book publishing industry. • Knowledge and experience of Vista functionality to be able to relate data setup in the new SAP system. • Awareness of ISO 9001 and/or 27001.
<p><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Excellent attention to detail and able to work consistently to a very high standard. • Proactive attitude with a starter and finisher approach. • Be able to liaise both verbally and in writing to directors, colleagues, publishers and customers to coordinate good information workflows. • Task driven. • Reliable and flexible if required. • Able to prioritise own workload and work to strict deadlines. • Self-motivated and able to use own initiative. • Excellent team player. 	<p><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Able to demonstrate awareness of company perspective, values and procedures to all publishers and HUKD colleagues • Excellent customer service skills. • Full, clean driving licence. • Interest in contributing to other projects within HUKD. • Able to develop the role in line with changing business needs.