

# IMPLANT MATERIALS CONTROLLER

## JOB DESCRIPTION

### JOB INFORMATION

<b>Job Title</b>	Implant Materials Controller
<b>Business</b>	Buildbase
<b>Working Hours</b>	7.30am – 5pm Monday to Friday
<b>Reporting To</b>	Partnering Store Manager

### JOB SUMMARY

The purpose of this role is to provide a material purchasing and management service to an assigned contract.

You will be responsible for handling the sales process from the point of order, through to the execution of the order. You will need to be a diligent and systematic individual, who is able to follow set procedures around point-of-sale transactions, whilst ensuring the customer is dealt with efficiently, and any queries managed professionally.

You will be working at our Partnering store 50% of the time, dealing with stock orders, sourcing special items, and assisting in the day to day running of the store.

The remaining 50% of time will be spent within a customers office, working alongside their trade operatives and job scheduling team in sourcing materials.

An outstanding employee for Buildbase is expected to display a positive attitude focusing on customer satisfaction, maintain an orderly appearance, and possess excellent interpersonal skills.

## TASKS & ACTIVITIES

- To act as a conduit between the customer and Buildbase, providing a seamless service to the end user.
- To create a culture of a “virtual stores”, whereby the post holder is able to provide, advise and arrange the prompt supply of materials across all categories.
- To ensure materials, plant and waste services are provided promptly and efficiently.
- To help develop van stock profiles to reduce the need to purchase special order materials.
- The provision of management information to help monitor the performance of the relationship and ensure adherence and achievement of the key performance measures.
- To act as a facilitator to provide materials across multiple external suppliers, outside of Buildbase
- To answer telephone calls from field operatives to answer queries pertaining to orders and advise on vans stock issues.
- Manage and update the orders where materials are pending and alert the client operations manager of any exceptions or escalated cases.
- Oversee the entire end to end process relating to the supply, order, delivery
- To ensure all void and quality homes bulk orders are processed efficiently and delivered on time first time whilst highlighting any delays to the client.
- To update the client with delivery dates of ordered materials and help them schedule works accordingly.
- To manage a workflow which includes material procurement and communication to the client team within an SLA (orders received, orders raised, and orders delivered)
- To handle, receive and check the incoming material orders from our branches
- Help organise the material in the allocated space onsite, and the onsite Pop-up Store

## SKILLS & EXPERIENCE

### Essential:

- Comprehensive building material knowledge
- Full UK Driving Licences
- High level of numeracy, computer literacy and attention to detail.
- Experience in the management and supply of materials.
- The ability to work collaboratively with all teams to ensure a prompt and effective resolution of customer enquiries.
- Work in partnership with client teams to ensure services are supplied as efficiently and as promptly as possible.

### Desirable:

- Some logistical and operational experience.
- Management or leadership experience running a team.
- Good working knowledge of Oxford and surrounding areas.

# OUR VALUES

## WE HAVE THE KNOW-HOW

Our customers rely on us to understand their trade, so we work hard to make sure we know our stuff.

We train our teams to be the best they can be, to build on their skills and to share their knowledge.



## WE GET STUCK IN

This is a “roll your sleeves up” business.

We are all willing to muck in and get our hands dirty to make Buildbase brilliant.

Everyone in Buildbase has a can-do attitude and we take pride in everything we do.



## WE STAND TOGETHER

Buildbase is one family

We work together across teams, look out for each other and our number one priority is to make sure everyone goes home safe.

No matter what their background, we respect each other and value everyone's contribution.

Our people are proud of the part they play in their local communities and we all do our bit to protect the environment and support charities large and small.



## WE GET IT DONE

Through the resilience and determination of our people we deliver on our promises and that's why our customers trust us to get the job done.

We will always go the extra mile to make sure we are brilliant at what we do, whether we are based in branch, in the office or on the road.

