

Product Coordinator

JOB DESCRIPTION

What is the main purpose of the role?

This role supports the product team by ensuring all imagery and product information is accurate, stored correctly and ready for use at set timescales, enabling our products to be correctly displayed with associated details on all necessary media. You will play a key role in refining our product range and ensuring that we are producing, and sending out to our customers, the best quality products that we can. You will be a strong communicator who can hit the ground running.

What are the main responsibilities?

Information Management

- Maintain and update all product information, updating all spreadsheets and databases accurately, both prior to season launch and throughout the season.
- Organise product specification sheets ensuring any running changes to product are recorded for future referral if required.
- Work to key dates ensuring all product information is received and communicated to the relevant teams in accordance with the marketing timeline.
- Check product information and imagery are consistent and accurate across the business.

Sample Management

- Manage and oversee the sample order process, ensuring all samples are ready for pre-launch marketing activity and checked against product spec sheets.
- Manage and maintain the sample room, ensuring all samples are reflective of current production.
- Ensure that samples for updated products and packaging are sourced and available for the in-house photographic team.

Communication

- Liaise with all relevant departments to ensure knowledge of the range are all well -known and understood. Keep various teams up to date on product changes.
- Assist with product training – responsible for creating documents and information packs to be used by the wider business.
- Work closely with our Customer Service team with answering customer queries regarding product.

Packaging

- Work closely with suppliers, ordering team, marketing team and graphic designers on packaging development ensuring all artwork is created on time and in line with requirements.

Product Quality

- Work closely with the shop, contact centre and returns to maintain and improve product quality.
- Inspect initial deliveries to ensure products are correct to spec and of the expected quality.
- Get feedback from customers/fit testers to fully understand the products and their effectiveness.

Range

- Gain a good background knowledge/understanding of the range and strategy.
- Work closely with Head of Product to assist with range content, selection of new products, product development and reviewing current lines.

Data Knowledge

- View sales, returns, and stock reports on a weekly basis.
- Monitor KPI's (Key performance indicators) and interpret reports to spot trends, recognise needs for new products and flag underperforming products.

Market Awareness

- Review the market regularly to develop a good understanding of competitors, like for like products and potential new product opportunities.

Additional responsibilities

- To provide additional support to other teams, including the marketing and e-commerce teams as required.
- To take overflow phone calls as required and requested by the Customer Services Team and Operations Director.

All the above duties vary depending on the amount of work on the particular day but you are expected to perform consistently during both quiet and busy periods and to manage your time effectively. Your duties may change over time as requirements and circumstances change.

Company Values

All Foot Shop Ltd employees are expected to work with our company values in mind.

We **respect** each other's ideas and share opinions openly and **honestly**. We are **loyal** to the business and our fellow colleagues, working as a **Team** to achieve a common goal. We are **supportive** through both work and personal challenges and encourage development and growth with training. We **appreciate** all members of the team and share regular feedback and celebrate successes together.

Who do you liaise with?

- Internally you liaise closely with members of the stock control team, marketing and customer services, as well as other individuals within the business as and when appropriate.
- Externally you may be required to liaise directly with suppliers or clients.

Who do you report to?

- You report to the Head of Product and Merchandising, Jo Trevena.

Hours and remuneration

Your normal hours are 30 hours per week worked between 8.00am and 5.00pm 4 days a week in agreement with your line manager. Due to the nature of the role, we would expect you to take a flexible approach to your hours, working outside normal office hours if required.

Salary: *Starting* £22,000 per annum, rising to £23,500 per annum dependant on a successful 3 month probation period. Pro-rata, actual salary is £17,600 per annum rising to £18,800 per annum.

Attainments, Skills and Experience

Essential:

- Experience in a similar role.
- Experience in managing and reporting data.
- Must be detail oriented and possess strong time management and organisational skills.
- Can work to strict deadlines and able to manage multiple workloads and responsibilities.
- Strong and confident communicator with exceptional interpersonal skills.
- Proficient with Microsoft Office (Word, Excel, Outlook).
- Strong IT skills.

Desirable:

- Experience working within the retail industry.
- Ability to assess product quality.
- Up-to-date knowledge of data protection (GDPR) best practice.
- An interest in fashion and trends

Disposition:

- Ability to plan, prioritise and organise own workload.
- Self-motivated and can work unsupervised.
- Solution oriented
- Enthusiastic and friendly with a positive outlook!
- Willingness to learn new skills and adapt to a rapidly changing and developing business.
- Be a loyal member of the team to drive forwards the success of the company through your work.
- Flexible, willingness to adapt to varying workloads and work types.
- Reliable
- Honest and trustworthy as will have contact with sensitive information.