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| **JOB DETAILS** | |
| **Job Title:** | **Stores Ordering Food Early Warning System (FEWS) Administrator** |
| **Function: Department** | **FEWS Administrator** |
| **Location:** | **Milton Keynes SCC** |
| **Reporting to: Reporting To** | **Emma Storie** |
| **Effective Date: irectReports** | **ASAP** |
| **Financial Scope/Operating Budget/Revenue (P&L) (If Applicable)** | **MK SCC – Stores Ordering/ Inventory** |
| **Old DPG Grade/New DPG Band:** | **To be advised** |

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| JOB PURPOSE & RESPONSIBILITIES |
| **Job Purpose:**  The primary purpose of this role is to effectively manage and optimize the Food Early Warning System (FEWS) for stores, ensuring timely resolution of complaints and inquiries while fostering exceptional customer service relations with both stores and franchisees. This position entails overseeing the complaints management process, including tracking trends, supporting investigations, and implementing actionable plans to minimize complaint frequency. The individual will generate and distribute comprehensive reporting on FEWS performance, challenge data accuracy, and provide analytical insights to key stakeholders. |
| **Key Responsibilities/Job Tasks:**   * **Complaints Management:** Oversee & optimise the stores complaints system (FEWS), including tracking trends, coordinating investigations, and implementing action plans to reduce complaints (Frequency – Considerable) * **FEWS Reporting and Analysis:** Create and distribute comprehensive daily and weekly BI reports for key stakeholders, providing vital FEWS updates, including ticket counts, trends, and identification of key issues. Challenge data accuracy concerning FEWS complaints, prepare insightful reports for stakeholders, and assist in the development of FEWS complaints handling systems. (Frequency – Considerable) * **Customer Service Excellence:** Handle incoming calls and emails from stores and Franchisees, addressing enquiries related to orders and deliveries from our Supply Chain Centres (SCC) with a focus on fostering exceptional customer relations. (Frequency – Considerable) * **Email Management:** Manage and categorize over 2,000 inbound emails monthly related to the FEWS, ensuring timely responses, appropriate escalations, and effective resolution of enquiries. During peak periods, assist the Stores Ordering Team in handling up to 30,000 emails per month, addressing questions and concerns regarding deliveries for both stores and franchisees. (Frequency – Considerable) * **Meetings and Stakeholder Engagement:** Lead weekly meetings with key stakeholders to discuss FEWS trends, identify improvement opportunities, and strategize on technical solutions to streamline ticket receipt KPIs. (Frequency – Often) * **Claims Investigation:** Oversee the processing of store submissions via the FEWS Portal, investigating claims and gathering evidence to resolve issues within set company timelines. (Frequency – Considerable) * **Continuous Improvement:** Drive initiatives to reduce open FEWS ticket lead times in partnership with the Supplier Assurance, Technical, and Inventory teams, engaging senior management and directors, when necessary, by holding weekly meetings.  (Frequency – Often/Weekly) * **Product Trials and Launch Support:** Collaborate with the Innovation and Inventory teams to ensure systematic availability of new product trials and launches on FEWS, while monitoring campaign timelines. (Frequency – Sometimes) * **Support and Collaboration:** During peak periods, assist the Stores Ordering team in efficiently processing 750+ orders per day through Domino’s systems while coordinating with the SCC Warehouse and Transport teams to ensure prompt updates to stores, helping maintain menu integrity. (Frequency – Sometimes) * **Order Management:** During peak periods or as needed, provide support to the Stores Ordering Team by managing daily add-ons to store orders, making necessary adjustments within the D365 system, ensuring all modifications are completed accurately and within established deadlines. (Frequency – Sometimes) * **Compliance and Safety:** Adhere to all legal and company health and safety policies to maintain a safe work environment. Ensure compliance with applicable UK and Ireland Data Protection and ePrivacy legislation. * **Performance Development Participation:** Engage in Domino's performance development processes to keep your skills current and relevant. |

The following sections consist mainly of a series of questions related to specific skills/job requirements. You should focus on the role rather than the individual when considering the most appropriate answer and should base the response on what you consider to be the normal features of the job which are typical of the job and its usual working conditions over the year.

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| **SKILLS & JOB REQUIREMENTS (Please complete where applicable)** |
| **Strategic Responsibility**  The Stores Ordering FEWS Administrator will play a crucial role in optimizing the efficiency and effectiveness of the Food Early Warning System (FEWS) within the organization. While this role does not hold direct accountability for the overarching business strategy, it contributes to and supports the Functional Strategy by utilizing data-driven insights to enhance cross functional department performance and drive key performance indicator (KPI) improvements. |
| **Business Knowledge**  The position necessitates a level of internal business knowledge, which will be comprehensively imparted during training. No prior business external knowledge is required. A thorough understanding of the Food Early Warning System (FEWS) is critical, as the incumbent will be responsible for overseeing and optimizing its performance, tracking trends, coordinating investigations, and implementing corrective action plans. This role demands analytical skills to accurately interpret data and identify key issues and trends. |
| **Problem solving**  The role involves daily problem resolution through a comprehensive approach that integrates common sense, sound judgment, and thorough analysis of diverse information sources. Key responsibilities include overseeing the Food Early Warning System (FEWS), to track trends and implement action plans for complaints management, as well as creating detailed BI reports that require analytical skills. The position demands effective communication for customer service excellence, efficient email management of high volumes of inquiries, and running meetings with key Stakeholders to identify trends and solutions. It also encompasses claims investigation, continuous improvement initiatives with various teams, support for product trials, and collaboration with the Stores Ordering Team during peak periods. |
| **Decision making**  The role involves a moderate level of decision-making within established procedures and broad business guidelines, impacting various operational areas. Key responsibilities include overseeing the Food Early Warning System (FEWS), by prioritizing complaints and implementing action plans; creating comprehensive BI reports to identify issues and guide process improvements; addressing inquiries from stores and Franchisees to enhance customer satisfaction; managing a high volume of inbound emails for effective communication; leading meetings to strategize on FEWS trends; investigating and resolving claims within set timelines; and driving initiatives to reduce ticket lead times in collaboration with teams and senior management. |
| **Communication**  The role demands a diverse set of communication skills crucial for effective interaction across various responsibilities. Basic common courtesy is essential, particularly in customer service settings, to cultivate positive relationships with stores and Franchisees, aswell as internally with Stakeholders. The ability to exchange information is vital, especially when managing the Food Early Warning System (FEWS) and preparing BI reports, requiring clear communication to convey ticket counts, trends, and key issues. Key, clear communication skills are important when running meetings with stakeholders to discuss trends and improvement opportunities, facilitating collaboration and continuous improvement. Additionally, strong email management abilities are necessary to handle a high volume of inquiries efficiently, ensuring timely responses and appropriate escalations. |
| **Innovation**  The role involves supporting organizational change by implementing data-driven improvements from the Food Early Warning System (FEWS). Key responsibilities include optimizing FEWS to monitor trends, reduce complaints, and coordinate action plans with stakeholders. The individual creates BI reports to highlight issues and enhance the complaints handling process, promoting informed decision-making. A strong focus on Customer Service Excellence involves addressing store and Franchisee inquiries promptly to improve service quality. The role includes stakeholder meetings to identify improvement opportunities, collaborating with teams to enhance workflows and reduce lead times. |

Please summarise the levels of minimum education, knowledge, skills and experience this position requires (e.g., if you would be recruiting to fill this position, what aspects of background or knowledge would you expect a successful job applicant to have?)

Note: This may differ from the current job holder’s own skills and experience

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| PERSON SPECIFICATION | |
| 1. Professional Qualification(s) | No professional Qualifications needed |
| 1. Knowledge, Skills/Ability | * Experience in a comparable role within supply chain management or food service sectors. * Strong analytical and problem-solving capabilities. * Exceptional written and verbal communication skills. * Advanced organizational skills with a high degree of professionalism. * Strong focus on customer service excellence * Demonstrated ability to collaborate successfully with cross-functional teams. * Meticulous attention to detail and a commitment to accuracy in data management. * Proficient in utilizing reporting tools, including Excel and Business Intelligence (BI) systems. * Experience with Microsoft D365, an advantage. |

Working Hours - 9 to 5 Monday to Friday, with potential coverage for bank holidays and occasional weekend support.