



Job title: Samples Assistant

Location: Earls Barton, UK

Terms: Permanent – 08:00 – 16:30 (Monday to Friday)

Report to: Global Samples Co-ordinator

About us: Established in 1975 by the Whiley family, Havwoods' is committed to quality, expertise and service with a passion for design which has made us a global premium wood flooring company servicing architects, specifiers, contractors and end users around the world. Havwoods operates directly in the UK, Australia and North America, with distribution partners supporting the rest of the world.

Our Values: Havwoods embodies the values and standards of quality that you would expect from a family run, artisan business. With a proud tradition that stems back six decades, Havwoods' core values have always guided our company. Our ambition and passion ensure we treat all our stakeholders with the values embedded since Havwoods first began.

Results: We strive for excellence & deliver impact.

Heart & Soul: We are passionate about helping our customers bring their design aspirations to life.

Integrity: We demonstrate our integrity through our strong commitment to doing business the right way.

Collaboration: We encourage and motivate our teams, empowering them to be accountable.

Quality We focus on continuous improvement and innovation.

**About the Role:**

Is responsible for the production of hand samples and panels and fulfillment of sample orders that assist the presentation of the product in order to support the marketing effort and increase sales.

Responsibilities

- Neat cutting of timber hand samples and panels for clients and showrooms.
- Fine sand edges to ensure uncompromising presentation.
- Accurately label all samples for clear and easy identification.
- Pick, wrap and pack samples for dispatch same day.
- Record the dispatch of all samples on the company's CRM
- Manifest the shipments with the parcel carrier and assist with any transport questions.
- Receive and unpack deliveries and ensure stock is put away in correct location.
- Keep saw blades rotated and sharp.
- Maintain a clean, neat, tidy and safe sample area at all times.
- Appropriate PPE where provided to be worn at all times.
- Ensure H&S and HR Training Courses are up to date

KPIs:

- Accurate manufacturing and picking to specification
- CRM up to date daily with all samples sent in time and in full
- Sample reserves are up to date and full
- Accuracy of information and documentation prepared; including emails, dispatch notifications etc
- Completing work on time

Fulfilment

- Sample DIFOT
- Safety record
- Output offering

Product

- Quality control

**Skills & Experience:**

The successful candidate will have strong and persuasive communication skills which will require excellent customer service skills and have the ability to build good rapport with customers.

The candidate must have an overriding passion to strengthen the Havwoods brand and reputation, these include:

- Follows structured process and instructions easily, without deviation
- A good team player, willing to be flexible and support team members
- Coping with setbacks
- Adapting to change
- Intermediate computer skills
- Strong attention to detail
- Solid Written and oral communication skills
- Self-motivation and enthusiasm in a small team environment
- Safe operation of tools and equipment and use of PPE
- Strong product knowledge
- Supporting teamwork