



MAKING GIFTS MATTER

VACANCY FOR A CUSTOMER RELATIONSHIP ADMINISTRATOR

Closing date for applications : 30th April 2023

To apply, please send a CV and covering letter to careers@fromyoutome.com

Our company is a creative, successful and rapidly growing gift publishing business. To support our development, we are looking for a new person to join the team to support our delivery of superb customer service.

The successful candidate will be expected to undertake their own tasks, as well as adding value to the rest of the company by contributing to meetings and other activities.

As part of a small business, you will be involved in and communicated to about all aspects of the business, in addition to your own role and responsibilities, and you will be encouraged to suggest improvements and ideas to all areas of the business. Coaching, training and support will be provided. We reap the rewards too, with a fun and creative place to work with lots of opportunities to forge a career. We work flexibly, providing our people with the tools, experience and support to enable them to grow, learn and flourish.

We believe in teamwork that covers everyone we work with, in all locations. We have an office, but you may be able to work from home once you are trained and experienced. We are a small, close team with a network of outsourced professionals that support various aspects of the business, so you will work with suppliers, partners and customers who are from across the world.

Every kind of talent is celebrated here. We hire the right people, not just for the role. We are looking for people who share our ambitions to be bold and innovate, doing things differently and making our customers love us even more. Our culture is underpinned by our values which will ensure that all applicants are treated with respect and fairness, as we do with all our business relationships.

Our values go across everything we do, whether that is our products and what they stand for, or how we behave with customers, partners, suppliers and each other as a team. These will need to describe the way you work too.

- Relationships – we are inspired by human connection
- Impact – we seek to make a difference to the lives of others
- Innovation – we find new ways
- Sharing – we embrace the power of communication
- Customer focus – we always have the customer in mind

FROM YOU TO ME Studio 100 The Old Leather Factory Glove Factory Studios Holt Wiltshire BA14 6RJ UK

+44(0)1225 866225 hello@fromyoutome.com

WWW.FROMYOUTOME.COM

Company registration number 6106502 given at Companies House, Cardiff, United Kingdom



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ROLE DETAILS

| | |
|--------------|---|
| Title | Customer Relationship Administrator |
| Hours | 5 days per week (less days may be agreeable) |
| Holidays | Equivalent of 5 weeks per year pro-rated to days worked (includes compulsory week at Christmas) plus bank holidays |
| Salary | £18-24K based on full-time |
| Interviews | Will be held shortly after the closing date |
| Start Date | Spring/Summer 2023 |
| Reporting to | Kelly Lewis |
| Location | Office based at the Glove Factory Studios in Holt, near Bradford on Avon, Wiltshire (some remote working may be possible) |

BUSINESS DESCRIPTION

| | |
|---------------------------|---|
| Name of Business: | FROM YOU TO ME LTD |
| Office Address: | STUDIO 100, THE OLD LEATHER FACTORY GLOVE FACTORY STUDIOS HOLT, WILTSHIRE, BA14 6RJ |
| Telephone: | 01225 866225 |
| Generic Email: | hello@fromyoutome.com |
| Directors of the Company: | Managing Director – Neil Coxon Design Director – Helen Stephens |
| Established: | 15 th February 2007 |
| Year End: | 31 st January |
| Main Website: | WWW.FROMYOUTOME.COM |
| Type of Business: | Publishing |



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FROM YOU TO ME is based at the Glove Factory Studios in Holt, near Bath in the UK, easily reached from Bristol, Bath, Bradford on Avon, Westbury, Warminster and surrounding villages.

The Glove Factory Studios is a creative workspace and business community. The studios are housed in a restored Victorian-era glove factory that was originally built in the 1800s. The community has parking, a superb café, outdoor tables and meeting areas, a wild swimming lake and a, soon to open, gym and exercise class studio.

FROM YOU TO ME started with the simplest idea. To design a gift that helps close friends and family record their stories and memories for you to keep and cherish. It is an idea that has grown and developed.

The Company now markets and sells an ever-expanding range of journals and gift books direct to the UK & USA trade (gift, book, specialist, internet and national account shops), as well as to consumers through the Company's own international websites. The Company works directly in the UK and USA with sales partnerships and via license deals in many other countries around the world.

The **FROM YOU TO ME** brand was launched 16 years ago and the business has grown significantly over the last few years with the development of new personalised and stock journals, as well as a new publishing adventure focussing on educational and engaging children's gift titles. Further exciting diversification strategies are planned for 2023.

In a short space of time, **FROM YOU TO ME** has transformed into an innovative publisher which does things differently and with our culture at the heart of everything we do. But our heritage is not enough, we continue to grow our product offering, restlessly looking to improve, innovate and push the boundaries of our business to disrupt the publishing and gifting industry.



MAKING GIFTS MATTER

Primary objectives

To support the business, ensuring a brilliant and supportive service is provided for all customers, team members, partners and suppliers.

To provide a proactive and responsive point of contact for all customers, ensuring the customer journey is smooth and efficient across all areas including, but not limited to: the **FROM YOU TO ME** websites, third party sales systems, supplier systems, emails and phone calls.

To maintain and help improve the Company's offering in line with the brand and culture, loading and managing products on internal and third party systems, ensuring they are compelling and will delight the customer.

In addition, and depending on experience and ability, there is scope to get directly involved in other areas of related business activity. For example, helping to create customer products using design software, or managing aspects of the company's finance system.

Key accountabilities:

1. To process all orders, ensuring that they are actioned completely, accurately and in a timely manner, with all procedures adhered to
2. To work with company and third party systems to manage and process orders
3. To liaise with the company's warehouses and printers, to ensure that orders are managed efficiently and any issues are resolved completely and in a timely manner, with all relevant systems, including financial, updated
4. To respond to customer queries and proactively deal with any issues, keeping a record as required
5. To adhere to, update and amend processes as required to complete tasks
6. To update and refresh the company and third party websites, to ensure products are compelling, working with the design team where enhancements are required
7. To produce service reports, including month end sales for input by accounts, and adhoc reports as required
8. To continue personal development, including skills, behaviours and industry knowledge, to improve your ability to assist in the development and growth of the company, in line with company values and objectives

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Skills and knowledge required

This role requires the successful candidate to pick up knowledge of the company's products, systems and procedures quickly and, be able to move forward with the role (training will be given). Key to success in this role, is the desire to initiate and improve. The person should be a proactive and flexible problem solver, who can work independently to find solutions. They should be organised, able to work on multiple tasks, happy to help team members, and adapt quickly and enthusiastically to fresh ideas.

Experience

- Extensive customer service experience to a high level essential
- Experience of working in an environment with direct interaction with customers essential
- Effective use of a variety of online software systems experience essential
- An understanding of financial aspects of a business, including, but not limited to, profit margins, VAT and reporting would be very helpful
- Good knowledge of Apple Macs advantageous (or ability to quickly learn to use them required)

Core competencies

- An empathetic, caring style, and a real desire to sort out issues for customers and provide a brilliant service
- The ability to quickly pick up and effectively use different online software systems
- Experienced with Microsoft Office applications, particularly Excel and Word
- Experience of customer service and finance software an advantage
- Organised, professional, with an eye for detail, and a concern for accuracy, quality, and timeliness
- Equally comfortable working in a team and working alone
- Able to take direction and constructive feedback
- Able to support other members of the team
- Able to contribute and develop ideas during brainstorming and creative meetings
- Good interpersonal skills, including the ability to be assertive, and also to negotiate and influence
- Can demonstrate initiative and creativity
- Able to identify with the company's core values