

**Customer Service and Distribution Assistant****Salary: £21,000 pro-rata****Location: Carlisle, UK****Contract Type: Permanent Part-Time (30 hours a week) \***

Would you like to be involved in supporting a global organisation to achieve its aims, in making a difference across the world?

The Langham Partnership is a global movement working to equip and resource the church across the world.

In the position of Customer Service and Distribution Assistant, you will have a varied role as part of a small and committed team involved in the distribution of books to colleges, retailers and individuals in throughout the world. The job entails many different aspects of Customer Service work, including responding to emails, processing sales orders, maintaining and updating the customer database, processing purchase orders, and dealing with suppliers. It also involves various warehouse tasks including the picking and packing of orders and the receiving of incoming stock.

Preferably the successful candidate should have experience of Customer Service work, along with general administrative skills, an ability to prioritise their work, a good attention to detail, and a willingness to be involved in all aspects of the department's work. Full training will be given on specific aspects of the role, including using our bespoke database.

We ask that the successful candidate be supportive and sympathetic to the aims and objectives of Langham and its faith position.

If this role appeals to you then please get in touch – we would love to hear from you.

# Information about Langham Partnership

## ***Our vision:***

Langham's vision is to see churches across the world equipped for mission through the ministry of pastors and leaders who believe, teach and live by the Bible. 61% of the world's Christian believers reside in the non-Western world. Langham works in the hard places of poverty, pressure and potential.

## ***Who we are:***

Langham Literature is one of 3 divisions of Langham Partnership. We provide books to Bible colleges and seminaries around the world, equipping them so that they can equip the next generation of pastors, teachers, and leaders. We do this through publishing, distribution, and supporting writers and publishers.

The work in Carlisle is based at the Langham Service Centre on Lancaster Street, which was purpose-built in 2021. A growing team of around 16 people currently work from this location.

Further information on Langham Partnership's work can be found at: <https://uk.langham.org>

The successful candidate would be employed by Langham Partnership (UK and Ireland), which is a charitable company limited by guarantee.

## **Job Description**

The role comprises two aspects:

- Customer Service work including entering orders, responding to customer queries mostly via email, placing orders and liaising with suppliers, processing customer payments and supplier invoices, and maintaining and updating the customer and product databases. These tasks would make up approximately 80% of the work.
- Distribution work in the warehouse including picking and packing orders, arranging the shipping of orders, receiving incoming stock, and other warehouse work. These tasks would make up approximately 20% of the work.

***\* Ideally, we would like to fill this role with one individual working the equivalent of four days a week (30 hours). We are open to the possibility, for the right candidates, of this being two distinct part-time roles.***

## **Tasks and responsibilities**

### **Customer Service**

- Answer customer emails, letters, and telephone calls; responding to enquiries by providing information and advice as appropriate
- Enter customer orders received from a variety of sources (email, website, post); ensuring correct pricing is applied, and creating pro-forma invoices for pre-payment when required
- Process customer payments received from a variety of sources (bank transfer, cheques, credit card, PayPal, etc.)

- Book shipments for dispatch either by email or on-line; including producing customs documentation as required
- Submit purchase orders to publishers; following up as required
- Process supplier invoices; preparing them for payment
- Maintain and update both the customer and product databases; ensuring information is up-to-date and accurate
- Answer the telephone; responding to queries or directing calls as appropriate

## Distribution

- Pick and pack customer orders, preparing them for shipping
- Book shipments for dispatch on-line, following set criteria
- Liaise with third-party delivery drivers, collecting and delivering orders
- Receive incoming stock
- Move stock around the warehouse; to maximise efficiencies and the use of space
- Monitor the levels of warehouse supplies (such as packaging materials); alerting the Director of Operations when supplies are running low
- Assist in keeping the warehouse clean and tidy
- Drive the fork lift truck when required. This is not an essential requirement although full-training will be given if necessary

## General

- Adhere to all relevant Health and Safety requirements
- Any other reasonable task required by the line manager or as a member of the Langham Service Centre team.

## Person Specification

The table below sets out the essential and desirable criteria for the role. Full training and support will be provided for the specific tasks required.

Essential	Desirable
<b>Experience</b>	
Experience of administrative work, involving multiple tasks on a daily basis	Experience in a Customer Service environment
Good computer skills, including the use of bespoke software	Experience of working in a distribution setting, with an understanding of logistics and international shipping
	Experience in a warehouse environment, involving the processing of both outgoing and incoming orders
<b>Qualifications</b>	
5 GCSE (or equivalent) at grades 9 to 4 (A* to C), including English and Maths	Fork lift truck licence (or willingness to gain fork lift truck licence)
<b>Competencies</b>	
Ability at a competent level of spreadsheets and word processing software (e.g. Excel and Word)	Knowledge of different aspects of the Christian faith (e.g. books of the Bible, church denominations, etc.)

Excellent communication skills both written and verbal	Understanding of basic written French
Ability to prioritise work, forward plan and meet deadlines	
Good attention to detail	
Physical fitness to handle warehouse work, involving lifting and handling (full training will be given)	
<b>Other qualities</b>	
Self-motivated with the ability to be proactive, use initiative and to work independently, as well as being able to work as part of a team	
Support and understanding of the aims and faith position of Langham Partnership	
A high level of personal and professional integrity	

## Salary and Other Benefits

Remuneration:	£21,000 per annum. Pro-rata for a part-time role.
Hours of work:	Part-time, 30 hours per week (working days / hours to be agreed). As previously stated we are open to the possibility, for the right candidates, of this being two distinct part-time roles: 1) Customer Service Assistant, 2) Distribution Assistant. In such circumstances the specific part-time hours for each job would need to be agreed.
Place of Work:	Langham Service Centre, Lancaster Street, Carlisle. CA1 1TF.
Travel	Occasionally, some travel may be required (e.g. to attend events). This is expected to be rare and a good period of notice would be given.
Holidays:	25 paid working days in addition to UK public holidays and those working days falling between Christmas and New Year. Pro-rata for a part time role.
Pension:	LPUKI will pay pension contributions equivalent to 8% of your salary.

## Application Process

To apply for this role please email Libby Kelly (Director of Operations, Langham Literature) ([libby.kelly@langham.org](mailto:libby.kelly@langham.org)) a completed application form. The closing date for applications is **Friday 24 March 2023**.

If you would like to discuss the position or have any questions then please don't hesitate to contact Libby for an informal discussion.