



PeopleValue is a leading provider of motivation solutions serving companies in the UK and Europe. They provide programmes and technology to help businesses improve their employee value proposition and performance, increase customer loyalty and drive sales from channel partners.

Skills Required

- Microsoft Office Suite – Particularly Excel
- Good and accurate writing
- Attention to detail on numeracy
- Well presented
- Excellent telephone manner
- Works well under pressure during busy periods

Job Summary

To be part of People Value's Finance & Operations Team, you will work in a very busy office environment.

The Main duties will be:

Gift Card and Voucher Order Fulfilment.

Build relationships with suppliers during the ordering process.

Produce MI Reports, engage & maintain office KPI's

Tasks

Accurate and timely order fulfilment of the Gift Cards :

- Open daily gift card/re-loadable order file and dispatch notes file.
- Print out dispatch and reconcile these to the main order file.
- Produce Gift Card Load stock sheet direct from the main order file.
- Balance check cards before dispatch & chase suppliers if not loaded.
- Check missing orders daily (SA7).
- Check failed loads (SA7) & reissue if required.
- Check failed loads (SA5) & manually add to order file (loads & blank cards).
- Check & document any required refunds.
- Fulfil gift card orders against dispatch notes.
- Email suppliers with all gift card loads in the supplier order format.
- Individually dispatch each order on the back office system.
- Check email confirmations from suppliers relating to orders sent.
- Check emails from suppliers regarding gift card credit.
- Expired/Inactive cards – check to send out replacement if required.
- Transfer of balances for faulty or lost gift cards once approved from Finance and Operations Manager or Director only.

- Inform Customers of any outcomes.
- Check credit on portals for gift card suppliers.
- If gift card credit out of stock inform Finance and Operations Manager or Director.

Accurate and timely order fulfilment of the Vouchers :

- Open daily order file and dispatch notes file.
- Print out dispatch notes and reconcile these to the main order file.
- Produce Voucher picking list direct from the main order file.
- Complete Voucher Stock Request hand to Finance and Operations Manager
- Check and confirm vouchers received against stock sheet request form.
- Fulfil vouchers against dispatch notes.
- Individually dispatch each order on the back office system.
- Out of Stock vouchers – when in stock dispatch back log.
- Raise any PO's as required for vouchers/giftcard credit.
- Respond to Finance and Operations emails and ensure inbox is tidy and all relevant queries resolved in a timely fashion in line with KPI's.
- Respond to CSDept queries relating to Gift Cards & Vouchers.
- Produce Weekly MI Reports.
- Ad hoc orders for Prize Winners (once approved by Finance and Operations Manager or Director).
- Assist in CS Dept when required.
- Meet and greet visitors as required.
- General Office duties as required including maintaining office tidiness, answering and passing telephone calls to colleagues during busy periods

£18-£20k depending on experience.

If you or anyone you know might be interested in the above role, please contact Claire Newell

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