



Stephenson

Technical Administrator

Recruitment Pack

November 2022



Our people are at the heart of our business and everything we do.

Together, we help people create amazing personal care products by getting the ingredients right.

We are Stephenson, one of the world's leading innovators and manufacturers of solidformat and sustainable ingredients.

We've been working through generations to get the ingredients just right. Our heritage is important, but it doesn't define us. We're a forward thinking, innovative company, discreetly helping customers disrupt markets all over the world.

We're a manufacturing business passionate about people and the relationships they build.

A Stephenson year in numbers



108

Stephenson family members and counting...

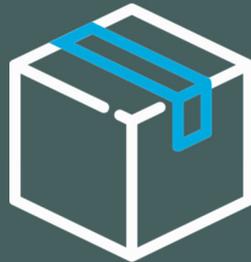
91%

Customer satisfaction score



12,000+ mt

of Stephenson ingredients and bases manufactured on site by our expert team



3,000

Production batches successfully produced across all shift teams



Over **£10,000** raised to support causes close to our teams hearts

26,000+ families earned a living using Stephenson products



2,500

Orders shipped

327

Partners worldwide

62

Countries

Technical Administrator

Reporting to: Head of Technical

Department: Technical Team

Salary: £21-23K

(Dependent upon experience, training & development requirements being met)

About The Role

You will work in collaboration with the other Technical team members, to provide an effective administrative support service, facilitating the overall team in providing excellent technical service, to both our internal & external customers.

Main Role Responsibilities – An Overview

- To be successful in your role you will be required to competently complete a variety of core duties which will be supplemented by other tasks deemed appropriate by your line manager:

Product & material records - Creation and maintenance of product and material records within both the company's Enterprise Resource Planning (ERP) system and automated batch production system (HMI).	30%
Raw material database - Maintenance of the department's raw material database. Liaising with both Purchasing and also directly with our raw material suppliers to obtain relevant technical paperwork e.g. SDS, Specifications, Questionnaires etc.	30%
Administration - Administration of relevant product and material electronic documentation, including file management and archiving of documents.	20%
Safety data - Creation & editing of Safety Data Sheets (SDS) within a software package.	10%
Specifications - Under guidance of the Chemists, creation of internal raw material specifications and product declaration sheets.	5%
Lab support - Raw material replenishment, consumables ordering, chemical waste disposal co-ordination.	5%
	100%

Safety...

Customer, Safety and Quality focus

- Delivering excellent support to the technical team exceeding the business demands and keeping in line with business objectives.
- Build successful long-term relationships with our internal customers.
- Understand and demonstrate through actions the importance of Behavioural Safety.
- Understand and enforce relevant Site Safety Policies & Rules.

Openness...

Making things happen

- Excellent communication, creative thinking & problem-solving skills.
- Offering creative and proactive ideas to modify and update the technical administrations.
- High attention to detail along with excellent organisation to ensure accuracy.
- Strong administrative & prioritisation skills with the ability to juggle multiple priorities.
- Focus effort on continuous improvement, work simplification, and the elimination of non-value-added activities by supporting and contributing to Yellow Belt project as requested.

Building Talent and Teams

- Be a key team member, supporting others where needed, all working towards shared goals.
- Be a motivated, self-starter with an abundance of energy and enthusiasm bringing fresh ideas.
- Develop strong working relationships with key stakeholders.

Accountability...

Ownership, Accountability and Responsibility

- Successful administration and maintenance of technical data entry.
- You carry out detailed & accurate data management.
- You are a clear communicator, both internally and with our suppliers.
- You carry out precise data entry on Sage X3 (full training will be provided on the business ERP system).
- A positive 'can do' attitude, able to manage changing priorities.
- You will demonstrate positivity and enthusiasm whilst providing excellent customer service internally.
- Ensure the timely and successful delivery of our solutions according to internal customer needs and objectives.
- Support team members as needed.
- Live by, promote and challenge others to display Stephenson's Behavioural Competencies.
- Be responsible for maintaining professional standards of housekeeping within own area whether this is a

machine, work area or office area.

Purpose...

Clarity of Purpose

- Be familiar with and understand business strategy and targets and how that links with the day-to-day responsibilities in your role.
- Play your part to drive the team's strategic deliverables to align with Stephenson's overall strategic goal.



About You

Are you a administration professional looking for a challenge and an opportunity to advance your skills and your career in a great working environment? We are looking for someone passionate to join our manufacturing business, to help us keep making a difference. The role is within the Technical Team, and the successful candidate will relish the diversity of collaborating with multiple internal teams!

You are flexible with the desire and ability to identify and drive continuous improvement opportunities, an analytical thinker with people skills! You are an effective, collaborative team player with a strong appetite to add and blend to the Stephenson ethos, along with a "can do" attitude that will proactively support where required within the business. You have an enthusiastic and positive learning attitude, striving for development to achieve the best for the customer, both internally and externally!

But the most important part is culture fit. We are looking for someone with passion and drive, a self- starter that is excited by the prospect of joining a growing business with big ambitions!

Skills & Competencies

- You will administration experience.
 - You are computer literate on Excel and Word.
 - You are driven and motivated by achieving targets in line with technical deadlines.
 - Desire and passion for finding long term logical solutions.
 - You will have great project management skills and understand the different engagement styles needed between presenting to the Leadership Team or working with our production teams... so it goes without saying that great communication skills are a must, and with an analytical mind, you'll be able to digest data and reach conclusions!
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T H E R O L E

Location

You will be based at our Leeds office and production site.

Applications

Please send CV's to recruitment@stephensongroup.co.uk

Looking for more information?

If you have any questions about the business, the role or process please don't hesitate to get in touch with us.

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Stephenson Perks



*Please note the above benefits are intended as guidelines only and are subject to change at the sole discretion of Stephenson Group Limited and do not constitute as part of your contract of employment, express or implied (unless stated in your main statement of terms and conditions).



Good luck!

stephensonpersonalcare.com