



Product Focused Administrator Job Specification

Filter Cartridges

Carbon Cartridges

Water Treatment Cartridges

Bag Filtration



Filter Housings

Reverse Osmosis

Water Softening

Ultraviolet

The Company

Fileder is an ambitious and forward-thinking SME who are experts in the filtration industry and have over 40 years of success.

As independent specialists in advice and supply of liquid filtration and treatment products, our filtration solutions are installed in some of the world's best-known brands, including Coca-Cola and McLaren. We provide our services to sectors ranging from food and beverage manufacturers, pharmaceutical, engineering, automotive, beauty, aquatics and healthcare, and take pride in being **'easy to deal with'**. We have gained a reputation for excellence with our global business partners, which is further enhanced with our £6 million worth of stock holding, technical support, external account managers, training and laboratory facilities available along with our excellent customer services.



Our modern and open plan offices are based in Maidstone, Kent, benefiting from free on site parking, a chill-out room, wellbeing suite and changing rooms with showers. Fileder installed solar panels in 2022, has a 95% electric car fleet and has achieved ISO14001 Environmental certification status.

While main office hours are 9am to 5.30pm, some departments vary. Employees can also enjoy a variety of perks offered and with the knowledge that excellent professional growth and development opportunities are available and encouraged.



40+ years
as a filtration
expert



4500 customers
across the UK
and Europe



£6 million
of stock held



97%
of orders despatched
the same day



20+ years
of ISO 9001
Certified

The Person

Ensuring that excellent administration is carried out across all aspects of the role and the wider business is a key part of this role and will be part of the Product Focused Administrator's natural skillset. This person will drive organisation across the role and will be continually looking for ways to improve administration.

The ability to work both to a schedule and flexibly will be key for this person. This person will understand that in order to win business, projects may need to be worked on urgently and the need to be adaptable with their workload is key. Having a strong commercial awareness and understanding of the ultimate goals of the business and team will help this person succeed in the role.

Further to their administration skills, this person will have excellent written and verbal skills. This person will work with a variety of teams internally, along with key business partners to ensure that thorough administration is carried out. This person will be confident at writing commercial documents, completing paperwork and dealing with the varied information.

This person is looking to make the most of their skillset and alongside taking on new challenges. They will be looking to build a long-term career, to be a key part of a new team and to make this role their own.

All employees must have eligibility to work in the UK.



The Team

The Product Focused team works to deliver commercial value across the business. From delivering exciting new products and bringing them to market to ensuring the products and packaging meet the quality standards expected of the brand to maintaining and achieving advantageous certifications for the product portfolio.

By working closely with our valued suppliers and teams within the business, the Product Focused team ensures that commercial opportunities are maximised at every opportunity. The team is focused on driving new product introductions and continuous improvement across the product portfolio to maximise sales prospects.

The Role

Through excellent administration, this role ensures that new product is efficiently introduced, delivering commercial value to the business. This person will understand the importance of administration and the impact it can have on the wider business.

This Product Focused Administrator will be organised and capable of maintaining clear, concise, commercial records. Maintaining information, particularly on our ERP software (SAP), will come naturally to this person. This role will ensure product information is kept up to date on SAP and understands the impact strong information on an ERP software can have all aspects of the business. This person will strive to ensure that quality product information is up to date throughout all aspects of the role.

Further administrative responsibilities of this role will include creating and updating clear and detailed Product Information Packs (PIPs). Product Information Packs are detailed documents which sets out key information for products and product ranges such as the product specification and packaging and labelling information. The documents are important as they set out the product specification to suppliers and customers clearly to ensure products are received as expected by all parties. This will be a key element of the role and will be something the Product Focused Administrator will become an expert in.

Alongside new product introductions the Product Focused Team is also responsible for ensuring the product portfolio has up to date and commercially relevant certifications and standards. The Product Focused Administrator will assist with the preparation of information for existing and new submissions. They will be capable of ensuring paperwork is prepared on time to ensure the portfolio is up to date. This role is also responsible for raising packaging non-conformances with suppliers to ensure that product portfolio meets the high standards set by Fileder.

This role works closely with our suppliers on our product portfolio. The Product Focused Administrator will become a point of contact for and collate information from suppliers for new product introductions and the existing product portfolio. The Product Focused Administrator will build strong relationships with suppliers to work to the benefit of the business.

Further to working with suppliers, this role will frequently work with other teams within the business, therefore strong communication and teamwork skills are required. Keeping people up to date with what is required and communicating is a key to this role.

The Responsibilities

New Product Introduction (NPI):

- To assist with introduction of new products
- To create and update customer and supplier Product Information Packs (PIPs) for new and existing products
- To keep relevant administration for NPI projects up to date and accessible
- To keep the SAP system up to date with relevant information for new product introductions
- To work with the Technical team to resolve technical product issues and to introduce new products
- To work with the Procurement team to ensure products are ordered inline with the requirements for new product introductions
- To work with the Marketing team to ensure that literature and branding are in place for NPIs

Certifications & Statements:

- To provide documents from the certification and statements library internally
- To assist with submissions for new and the renewals of certifications and standards
- To maintain up to date and accessible certification and statement records
- To work with suppliers to collate information required for certifications and statements
- To work with suppliers to ensure Fieder's records are up to date and fully utilised

General:

- To maintain excellent administration across the role
- To assist with product and packaging administration
- To write and maintain non-conformances for product and packaging and shipping quality
- To maintain and update accurate, detailed records on SAP to the benefit of the wider business
- To communicate with the Product Focused Manager to ensure that the team is aligned in all aspects
- To communicate professionally and within a reasonable time-frame, ensuring a high standard of customer service throughout all elements of the role
- To undertake training and self-development as required by the company
- To prioritise one's workload to suit the needs of the business and provide customers with an excellent technical service
- To provide cover for other members of the team as required
- To carry out any reasonable instructions given by management for the benefit of the company



The Benefits



Fileder Benefits Package*

0-3 Months	Fileder Wellbeing Suite • Eyetest contribution • Counselling • Onsite wellness and boxercise classes
3 Months	PT Classes • Private Healthcare • Pension • Attendance bonus • DenPlan • Sick Pay • Osteopath
1 Year	Celebrate your 1 Year Workiversary with a day off and luxury activity for two worth £200
5 Year Club	Celebrate 5 years at Fileder with your choice of a wellbeing benefit to the annual value of £1,200 nett and 2 additional days holiday
10 Year Club	Celebrate 10 Years at Fileder with a week off paid, £1,500 nett towards a holiday of your choice, a luxury gift, a meal out with colleagues and 2 additional days holiday
15 Year Club	Celebrate 15 Years at Fileder with a week off paid, £500 nett towards a UK Staycation and 2 additional days holiday
20 Year Club	Celebrate 20 Years at Fileder with 2 weeks off on double pay, £5,000 nett towards a holiday of your choice, a luxury gift, a meal out with fellow 20-year club colleagues and 2 additional days holiday
The Lifetime Club (25 Year)	Celebrate 25 Years at Fileder with a month off paid, £1,000 nett to spend on a once in a lifetime experience and 2 additional days holiday

* Non contractual and subject to change without notice, see Workplace for full terms & conditions.

The Headquarters

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