



Product Focused Coordinator 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 & Europe



£6 million
of stock held



97%
of orders despatched
the same day



20+ years
of ISO 9001
Certified

The Person

The Product Focused Coordinator will be looking to take on a new challenge and to make a role their own. Alongside the outlined responsibilities in their role, this person will also be able to identify new areas of opportunity and improvements.

The person suited to this role will be willing to get stuck into all the various activities that are carried out by the team. When ad hoc tasks are required, they will be keen to get involved and to get the job done. The Product Focused Coordinator will find no job too little or too big and will be keen to take on new challenges and bring new ideas and enthusiasm to the team.

The ability to focus on projects and to manage a varied workload will come naturally to this person. Alongside the ability to manage projects, they will also appreciate the importance of detail and administration. 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 Coordinator's natural skillset.

Another key attribute will be their commercial awareness and their understanding of the ultimate goals and commercial focus of the business and team. They will be able to structure their workload and prioritise the projects they are working on based on the value of each to the business. The person suited to this role will also understand the importance of delivering projects on time and being able to adapt their workload based on the needs of the business.

The Product Focused Coordinator will have strong communication skills and will be capable of communicating positively and professionally to a variety of different people. This role involves regular communication with an array of suppliers, alongside working internally with different teams and with customers. They will therefore be able to adapt their communication to suit the people they work with and the needs of the business.

This person will be looking to make the most of their skillset and, alongside taking on new challenges they will be looking to build a long-term career, become 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 ensuring the products and packaging meet the quality standards expected of the brand, to introducing new products in response to opportunities for the business, 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 continuous improvement across the product portfolio to maximise sales prospects.

The Role

This role aims to deliver commercial value throughout the business with a focus on product and packaging standards. Through excellent administration and improvement projects, this role ensures the quality of the brands Fileder supplies. Further to this, the role will assist with introducing new products, certifications and standards in line with opportunities in the market.

This role works to ensure that the packaging of the product portfolio is standardised and is reflective of the quality of the brand. This involves creating detailed Product Information Packs (PIPs) for our suppliers and customers to work from for our product range, and identifying and working on areas of the packaging to improve. Hands on checks of products and packaging will be regularly required to ensure that products meet the expected quality standards.

Alongside with improvement projects, non-conformance reports or 'service calls' are produced to ensure corrective and preventative actions are taken. These reports are used to set out issues and ideas along with the actions that have been implemented by the business and our suppliers. The Product Focused Coordinator will ensure that projects are thoroughly recorded and communicated internally and externally to drive improvements across the product line, packaging, and our processes. Excellent management of the quarantine area is also required to ensure that Fileder's stock holding is of the standard expected from our customers.

This role works closely with our suppliers on our product portfolio. From setting out requirements for packaging and product specifications, to working on the introduction of new products and certifications, to resolving non-conformances, the Product Focused Coordinator 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. This person will be able to work with the Marketing team to update and introduce collateral, as well as being able to get feedback from the Sales team and to work with the Operations & Warehouse teams to undertake stock checks. Keeping people up to date with what is required and communicating is key to this role.

Using feedback from the Sales Team and research into the market, the Product Focused Coordinator will also look to ensure the product portfolio is competitive with the certifications and standards they hold. This will include preparing information for existing and new submissions and working with our suppliers and testing companies to ensure each project runs smoothly and on time.

The Product Focused Coordinator 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 and they will want to ensure that the wider business maintains the same standard. Further administrative responsibilities of this role will include creating and updating clear and detailed Product Information Packs (PIPs), maintaining, and improving our library of product statements and working on submissions for product certifications and standards.

The Product Focused Coordinator will use their initiative and knowledge of the portfolio to drive continuous improvement. Alongside the responsibilities outlined in this job description, the Product Focused Coordinator must be willing to take on new challenges and responsibilities as they present throughout the role.

The Responsibilities

Product & Packaging Quality:

- To maintain and develop working relationships with current and new suppliers to resolve any quality issues, obtain product information and develop new products
- To identify products and packaging which are non-conforming and to highlight opportunities for improvements
- To write detailed and relevant non-conformance and improvement reports
- To become a key point of contact for suppliers
- To work with suppliers to continually improve products and packaging
- To continually organise and maintain the quarantine area
- To assess packaging and product quality across the product portfolio.
- To undertake hands on stock checks in line with business requirements

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 work with suppliers on the introduction of strategic new products and ranges
- To inspect and assess NPI products and their packaging upon receipt
- 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 product introductions.
- To work with the Marketing team to ensure that literature and branding are in place for NPIs
- To work with the Sales team to ensure NPI training and resources are delivered

Certifications & Statements:

- To research, develop and update product statements to understand and provide internal guidance on

certifications, statements and standards

- To assist with submissions for new and the renewals of certifications and standards
- To research and analyse certifications and standards within the market
- To maintain up to date and accessible certification and statement records
- To work with suppliers to collate information required
- To work with suppliers to ensure Filer's records are up to date
- To work with the Marketing team to update Filer's collateral in line with the certification and standards portfolio
- To collate information from the Sales teams regarding certifications and standards

General:

- To be commercially focused with all aspects of the role
- To communicate with the Product Focused Manager to ensure that the team is aligned in all aspects
- To maintain and update accurate, detailed records on SAP to the benefit of the wider business
- To communicate professionally and within a reasonable timeframe, 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

Manual Requirements

- 70% Non-Manual
- 30% Manual

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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