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## GLOBAL ACCOUNT COORDINATOR FTC

### WHO WE ARE

Superdry is a British, founder-led brand with a truly global presence. We've been proudly creating world-class product for two decades, offering genuine choice to our customers with our curated collections.

Our mission is to be the No. 1 premium sustainable style destination, delivering product that is authentic with unmatched quality and true integrity, much like our people.

We are on an ambitious journey to serve our diverse community through a premium brand that's focused on the future, prioritises sustainability, leads with craft, and celebrates culture. We need talented people to join us on the adventure, is this you?

### THE ROLE

Working within the Sourcing & Purchasing function as a Global Account Coordinator, you will be responsible for coordinating the requirements of our global licence partners, making sure they feel heard, supported, and valued at every stage. This will involve providing regular product and order placement information, maintaining regular communication, and being their go-to person for any support or assistance they may require. Building credible and collaborative working relationships with key internal stakeholders including Design, Wholesale and logistics is also imperative to this role.

### YOU WILL

- Maintain strong collaborative relationships with key points of contact for each customer
- Work closely with internal team members to deliver to the customers expectations and timings
- Assist with reviewing seasonal requirements including critical path planning, development option counts and forecasted buy volumes to manage supply base capacity
- Share regular product line lists including key data such as costs, design attributes and size ranges available to order for the upcoming season
- Share updates regarding to customer sample orders, liaising with our regional offices on when samples will be ready for collection
- Take ownership for ensuring that the quality of all product and buy information shared is prompt, relevant, correct & concise
- Be responsible for scheduling regular meetings with customers to support all activity and proactively seek to resolve any issues
- Be the point of contact for ensuring delivery requirements are satisfied by working closely with the Central Purchasing team on PO raising and critical path management
- Communicate & escalate any exceptions that limit order placement. Work collaboratively with all key



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stakeholders to ensure the prompt resolution of issues that limit progress

- Support the onboarding of new partners, coordinating with internal teams such as logistics and wholesale on commercial terms and aligning to existing processes as much as possible to promote best practice
- Produce and maintain process documents to give clarity on ways of working, including any special requirements that differ from Superdry standard procedures
- Complete other projects and tasks as required to support a fast paced, growing business

## YOU ARE

- Educated to degree level or equivalent
- Someone with previous experience within a similar industry
- Someone with strong admin, organisation and communication skills
- Able to cope with the pressures of working in a fast paced environment
- Able to handle large volumes of data with high accuracy
- Self-motivated with a positive attitude
- Able to work at pace to deliver to agreed timelines
- You cooperate and network effectively, creating genuine and trustful relationships
- Able to work as part of a team to achieve business objectives
- Intermediate in Excel and proficient using different systems to independently build clear & easy-to-interpret reports

## WORKING FOR SUPERDRY HAS NEVER BEEN SO REWARDING...

- 25 days annual leave, plus bank holidays, and an additional day off to celebrate your Birthday. We also offer a holiday buying scheme.
- Family is massively important to us, so we have a broad range of family-friendly working policies in place, including enhanced maternity, paternity, and adoption leave.
- Company Pension scheme.
- All employees are covered by our Life Assurance policy whilst working at Superdry. We feel it's important to offer protection for your family and loved ones in such a situation and to support this we offer life assurance cover which pays a lump sum equivalent either twice or four times your annual salary.
- A big staff discount – naturally. Because we know that you love to wear Superdry, you'll benefit from a 50% discount in store and online and our Head Office is home to our very own store for staff only where you can treat yourself to heavily discounted sample stock.
- A health cash plan is open to all employees.
- Private Medical cover - a taxable benefit, which managers are eligible to opt in to.
- Flexible working - to help you achieve that all-important work-life balance.
- A global employee assistance plan in place that you can access anytime you want - it's free and confidential.
- You'll also have access to a Cycle To Work Scheme and an excellent Car contract hire/purchase scheme along with a massive range of local discounts with businesses across Gloucestershire.



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At Superdry, everyone has a voice and we want to hear it. We create environments where individuality can flourish and is celebrated as part of who we are as a brand. We're incredibly proud that over 90% of our people feel strongly that they can be themselves at work.

We want to meet people with varied backgrounds because we understand that diversity of thought encourages new ideas to thrive, fuelling creativity and enabling us to do better work. We want to build a team which represents a variety of backgrounds, styles, perspectives, and skills; we hire people based on their merit and potential.

We also welcome conversations about flexible working for all roles at Superdry and will always accommodate it where possible.