

SUPERDRY®

FUTURE · CRAFT · CULTURE

OPERATIONS COORDINATOR - WHOLESALE

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

The role of Wholesale Operations Coordinator will manage all bulk and interactive allocations of inbound stock for wholesale forward. As part of the Order Fulfilment team, you will resolve any errors in receipts or dispatches. Ensuring all admin work required to maintain wholesale allocations is completed by set deadlines to minimize DC dwell times. Working alongside the Inventory Manager to unlock available stock outside of the incoming PO's when needed to optimize in season sales opportunities and maximise the fulfilment of the forward order book. Other duties will include housekeeping of system automated jobs, stock allocations and pick runs. A desire to data mine would be essential at times, when viewing recently delivered stock and stock coming in. This role is fast paced and at times you will be managing several seasons to tight timescales.

YOU WILL

- Coordinate the pre-season launch preparation for forward stock intake and all central allocations.
- Ensure customer priority settings are up to date and well managed.
- Complete timely allocation of intake stock to ensure availability for the picking processes to achieve delivery drops.
- Complete effective reporting on intake receipted, intake allocated and investigate any differences.
- Support the Inventory Manager with ad hoc tasks as required.
- Support continuous improvement projects.
- Work with all departments of the business to ensure the full utilization of available stock and seeking solutions to customers' stock requirements (maximizing in season sales).
- Facilitate the transfer of stock from our warehouses to other DC's, communicating details of stock to stakeholders across the business.
- Proactively analyse cancelled sales orders to optimise the stock in the DC for other partners and review short shipment cancelations to enable recovery from alternative warehouses.
- Resolve all Receipt & Despatch errors so product can be allocated and invoiced without creating delays to customer fulfilment.

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YOU ARE

- Experienced within an operations role, preferably from a wholesale background.
- Good internal customer service and communication skills.
- Highly organized with the ability to plan ahead.
- Analytical, detail orientated and happy to interrogate the systems to understand the root cause of issues and identify solutions.
- Experience of managing and analysing large amounts of data.
- Have a process driven approach to planning and problem solving.
- Continuous improvement mindset – continuously looking to improve ways of working.
- Comfortable working in a fast paced environment and interacting with multiple teams.

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.

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.