

## JOB DESCRIPTION



Section 1: General information	
Job title:	New Product Development Administration Assistant
Department:	New Product Development
Reports to:	New Product Development Manager
Section 2: PenCarrie's story and purpose	
<p><b>PenCarrie's story:</b></p> <p>With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.</p> <p><b>PenCarrie's purpose:</b></p> <p>The distribution partner that enables exceptional customer success.</p>	
Section 3: Purpose and responsibilities of the role	
<p>Provide Administrative support to Own Brand by working closely with and supporting the New Product Development Manager and New Product Team in the delivery of new product ranges.</p> <p>New Product Development Responsibilities for this role will include:</p> <ol style="list-style-type: none"><li>1. Maintaining our internal critical path through the product development cycle, keeping key dates and information updated across multiple spreadsheets.</li><li>2. Develop and maintain the shipping tracker as required, ensuring all PO and Shipment dates are reported correctly across own brands and existing brands and liaising with shipping and freight forwarders externally.</li><li>3. Booking parcel dispatch and collection for the NPD team and monitoring courier tracking in and out of the business.</li><li>4. Assist the NPD team in creating and maintaining technical packs and product sheets for each style developed.</li><li>5. Liaising with marketing as required on product launches and photography, calling in samples and logging available samples, setting up shoot spreadsheets and trackers.</li><li>6. Work closely with the Purchasing Team to facilitate repeat orders on Own Brand product.</li><li>7. Work closely with the Warehouse to keep them aware of container arrival dates.</li><li>8. Develop and approve accurate carton marking labels for each style, as well as readable barcodes and quality branded cartons for each shipment.</li><li>9. Keep clear records of NDA's, PO's, approvals, and submissions and own the filing system.</li><li>10. Keep strict control of our fabric shading by owning the batch library process.</li><li>11. Track and report on sales both internally and with competitors.</li><li>12. Maintain accurate EDI files to ensure correct ready dates are produced online for our customers at all times.</li><li>13. File, log and take ownership of moving all signed off invoices from the NPD team to the finance team and sending receipts to the correct contacts.</li><li>14. Assist in the research of new product areas and categories, both in terms of sourcing product and potential manufacturing partners.</li></ol> <p>Supported by the New Product Development Manager and working with the New Product Team, you will be the first point of contact for our Bespoke Product service.</p>	

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Bespoke Product Responsibilities for this role will include:

1. Manage the dedicated Bespoke Inbox ensuring all queries are responded to and dealt with in a timely and professional manner.
2. Liaise with all existing Brands and Suppliers to facilitate Bespoke Product quotes for our customers, owning the quote process throughout, negotiating prices, checking margins and writing official quotes for customers.
3. Work closely with the Finance Team to raise invoices and monitor payments for Bespoke product order deposits.
4. Manage the Bespoke Product sample process, requesting samples where relevant, liaising with customers on their comments and approvals and feeding back to the Brand/Supplier.
5. Gather samples for a Bespoke sample library.
6. Gather data on all Bespoke enquiries with a view to learning how to improve our Bespoke Product conversion rate.

### Relationships

1. Work collaboratively with the New Product Development Manager and New Product Team to support on both Bespoke and Own Brand product areas.
2. Create and nurture relationships with our suppliers overseas and our existing brands.
3. Be an open and approachable point of contact for the wider business.
4. Build strong working relationships with our internal teams, starting with the Finance, Purchasing, Marketing, Sales and Warehouse teams and then across the wider business.
5. Work closely with our customers, facilitating their Bespoke enquiries in a timely and professional manner.

### Adhoc

1. Action weekly update reports for the wider business on the progress of our New Product and Bespoke Product areas to include sales, stock, tasks and future focuses as well as any other relevant information.
2. Take on any other responsibilities or tasks that are within your skills and abilities, whenever reasonably asked and whenever the business need requires it.

## Section 4: Person specification

### Knowledge, skills and experience required:

You will thrive on process and structure and be able to bring order, implementing robust systems and processes. You will be dedicated, enthusiastic and ready to take on a challenge and work at pace. You will have a keen interest in product and how it's made with a desire to learn how to develop exceptional product which customers love. You will be driven to make a difference for our customers through exceptional customer service.

### Essential

- Excellent use of Excel, Word and Outlook is essential.
- Strong organisational and multi-tasking skills.
- Ability to confidently communicate well at all levels both written and verbally.

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- Ability to work cohesively within a small team and take on challenges as they present themselves.
- A desire to learn about the product development process and product life cycle.
- A keen interest in textiles and textile products, how it's made, what it's made from and how to make a great garment.

### Desirable

- 1 year's previous experience of working in a busy office environment.
- A keen interest in the Clothing Development process.

### PenCarrie Values

#### We're dedicated to customer success

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

#### We build strong and respectful relationships

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

#### We look forward and embrace change

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

#### We're proud of everything we do

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

#### We grow responsibly

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities



### Section 5: Job description prepared by

Job title: New Product Development Manager

Date: 06/12/2023