

# INTAKE SUPERVISOR

**JOB TITLE:** INTAKE SUPERVISOR

**Location:** Regional grading depot, with travel to local collection centre sites and Head Office as required.

**Reports to:** Head of Service Delivery & Local Depot Manager

**Direct Reports:** None.

## PURPOSE OF THE ROLE

The purpose of an **Intake Supervisor** is to provide a high-quality collection service to British Wool's members in their region and maximise the amount of wool that farmers bring to market through British Wool.

The Intake Supervisor is the local face of British Wool and has responsibility for service delivery across their region. They champion a consistent and positive member journey through collaborative working with local collection centres and hauliers and at their storage site. Intake Supervisors have a key ambassadorial role with responsibility for the retention of active members and recruitment of new members by representing British Wool in a positive light to all sheep farmers in their area.

The Intake Supervisor also supports the operation of the grading depot by assisting the site manager with a range of duties.

## ALIGNMENT WITH BRITISH WOOL'S STRATEGIC OBJECTIVES

**British Wool's core strategic objectives are:**

- to promote British wool,
- to differentiate British wool from alternative fibres,
- to drive demand for British wool and
- achieve better returns for British Wool's members.

**The organisation's strategic pillars are focused on:**

- Maximise Price
- Grow Membership
- Efficient Organisation
- Add Value

Intake Supervisors are key to delivering strategic goals with respect to both "**Grow Membership**" and "**Efficient Organisation**". Ensuring that British Wool builds loyalty and trust with farmer members by delivering a high quality, local service in their region is critical to maximising the volume of wool handled and increasing member participation. The collection network is the face of British Wool to its members and plays a vital role in enhancing farmers' understanding of the organisation's purpose and benefits.

## KEY RESPONSIBILITIES

### SERVICE DELIVERY IN THE REGION – REPORTING HO SERVICE DELIVERY

- To act as the primary local representative for British Wool ensuring members (and all UK sheep farmers) in the region have access to British Wool services and a high-quality member experience.
- Oversee, develop and support the network of collection centres and hauliers in the region to maximise the volume of wool collected. This involves the recruitment of additional, and replacement, collection sites and hauliers in their region. (Each grading depot and intermediate depot has a defined catchment area).
- Visit all collection centres and hauliers in the region at least annually. Meet with collection centre partners and drivers to build trust and gain a first-hand understanding of British Wool's operational challenges and opportunities across the region.
- Ensure that all collection sites in the region have clear signage, supplies of wool sheets, information for members, are following BW social media and that contact details are kept up to date and publicised to members.
- Ensure that all collection centre operators and hauliers are aware of British Wool's key messages and activities such as member returns, auction sales, promotional activity and local shearing courses.
- Provide a high-quality wool collection service to all sheep farmers at the local storage depot facilitating deliveries and proactively sharing information about British Wool's activities to members.
- Handle queries and feedback professionally to provide a high-quality service to farmers.
- Working in conjunction with the Service Delivery team in Head Office maintain records on British Wool's member database, e.g. new registrations, change of contact details, organic certification, etc.
- Provide regular feedback on service issues and competitor activity in the region to the Head of Service Delivery.

### MEMBER RETENTION, WIN-BACK & TARGETED CAMPAIGNS – REPORTING HO SERVICE DELIVERY

- Under direction from the Head of Service Delivery implement retention and recruitment strategies through the collection network to encourage all sheep farmers in the region to market their wool through British Wool.
- Ensure that local collection centre partners and hauliers have the information they need to retain and target wool from sheep farmers in their locality.
- Encourage local collection centres and hauliers to use their own Social Media networks to advertise their services to local farmers to maximise the volume they handle.
- Visit larger sheep farmers across the region each year ahead of the season to ensure that they feel a valued by British Wool supporting retention and win back.
- Have a visible presence in the region and talk to farmers at local auction marts and NSA / NFU events.
- Ensure that the member engagement team and service delivery team are made aware if any specific communications are required in the region, e.g. changes to service at local collection centres, new sites.
- Ensure that all communications delivered by grading depot staff and collection centre partners in the region are aligned with British Wool's brand standards, tone and messaging. This is particularly important for the team members interacting directly with farmers as wool is unloaded at the depot.

### DEPOT ADMINISTRATION – REPORTING INTO DEPOT MANAGER

- Ensure that the grading depot is well presented, has clear signage, is welcoming and provides information about British Wool's activities to farmers.
- Working with British Wool's Health & Safety manager and the Depot Manager champion Health & Safety and safe working practices in the depot. This includes supporting the Depot Manager with regard to machinery safety checks, risk assessments, training of temporary employees and ensuring all documentation is completed and stored and that notice boards are kept up to date.
- Working with the Head of People and the Depot Manager on board casual staff, ensuring correct documentation is in place and that accurate records for attendance and absence are maintained.
- Ensure that all deliveries to the grading depot and local collection sites are recorded accurately and in a timely fashion.
- Submit samples of packed wool for testing, update stock records, and ensure documentation is in place for wool sales.

- Additional administrative support to the depot manager as required, e.g. Monitor supplies of consumables in the depot ordering fresh supplies as required, forwarding invoices to the Finance Team and documenting petty cash expenditure.

## OTHER

- Support for the wider team by providing reciprocal phone cover for other team members in the depot network.
- In the off season provide support to other teams within the business as capacity allows.
- As required, act as Secretary to the regional member representative committee, organising meetings, booking venues, producing agendas and minutes.

## WORKING ENVIRONMENT

- Depot based with regular travel to local Collection Centres and Auction Marts.
- A mix of office-based work and a hands-on operational environment.
- Occasional visits to Head Office in Bradford.

## SKILLS AND ATTRIBUTES

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### ESSENTIAL

- **Customer service mindset** with an understanding of how customer service translates into loyalty.
- **Excellent communicator and brand ambassador**, confident, enthusiastic and able to represent British Wool to sheep farmers, partners, and stakeholders such as the YFC and local NFU.
- **Resilient, adaptable, and capable** of working across different environments with a practical hands-on approach both as an individual and as part of a wider team.
- **Ability to prioritise workflow** with strong organisation skills.
- **Polite and courteous** telephone manner with a willingness to cold call.
- Experience of working with **MS Office** (Word and Excel)
- Full clean **driving licence**.

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### DESIRABLE CRITERIA

- **Knowledge of Health & Safety** in an operational environment with basic qualification.
- **Experience in Warehouse, depot or logistics** operations.
- **Forklift Truck** licence.