



BLUEPRINT POSITION DESCRIPTION · PURPOSE AND CONTRIBUTION

Operations Coordinator

Keep customer orders moving, so the owner has room to lead the business.

BUSINESS

Harbour Trade Supplies

REPORTS TO

Business owner

WORKS WITH

Sales, warehouse,
suppliers and carriers

HOURS

Full-time, on site

About the business

Harbour Trade Supplies sells building and maintenance products to local trades businesses. It has a small sales team and a warehouse, and the owner currently coordinates most orders personally. In this document, "we" means Harbour Trade Supplies.

Why this role exists

As orders have grown, too much coordination sits with the owner. Customers need dependable updates, and the warehouse needs clear priorities. This role keeps confirmed orders moving from sales handover to delivery, and makes ownership, next steps and emerging problems visible.

What the role needs to achieve, and for whom

- **Trades customers** can plan their jobs around delivery commitments they can rely on.
- **The warehouse and sales team** know what's next and what's changed.
- **The owner** spends less time chasing routine orders and more time leading the business.

The contribution you make

- 01 Customers know what to expect.** You check delivery commitments before they're made, explain changes early, and give every enquiry a clear next step.
- 02 Orders move with fewer avoidable delays.** You spot missing information, stock issues and handover gaps, and follow them through before they become surprises.
- 03 The owner chases less.** You handle routine coordination within agreed limits. Bring the owner exceptions needing a decision, and flag emerging risks early.

Some results also depend on stock, suppliers, carriers and other people. Page 3 shows how your contribution is looked at separately from those conditions.

OWNERSHIP AND DECISIONS

Clear responsibility. Room to act.

What you own

You own the coordination of each confirmed order: an up-to-date record, a named next action, a realistic delivery commitment, and follow-through until delivery is confirmed or a problem is handed to the owner and accepted.

What others own, and what you depend on

Sales owns the accuracy of the agreed order and price. The warehouse owns picking, packing and dispatch. Suppliers and carriers own their own service commitments. You make these dependencies visible and raise them early when they put a customer commitment at risk.

Decisions you'll make

YOU DECIDE

The order of routine follow-up within agreed priorities; requesting missing details; arranging delivery within confirmed warehouse and carrier capacity; and sending factual customer updates using agreed wording.

YOU AGREE WITH THE OWNER FIRST

Price exceptions, credits, extra spending, changes to commercial terms, and delivery promises beyond confirmed capacity. Tell the owner as soon as you know a commitment is at risk.

The work that supports it

Start with a workable order. Check the sales handover, stock information, delivery requirements and customer contact details. Resolve gaps before confirming a commitment.

Keep work moving. Keep the shared order tracker up to date, check progress with the warehouse and suppliers, and let customers know when arrangements change.

Close the loop and improve. Confirm completion, record unresolved issues, and review recurring handover problems with sales, the warehouse and the owner.

These are the main areas of work, not a complete task list. Review the purpose, ownership and support together when the business or role changes.

ABILITIES, SUPPORT AND SUCCESS

What good work needs.

What you'll bring

You can organise several live commitments, notice incomplete information and follow through without losing the detail. You communicate clearly when plans change, use shared digital records confidently, and judge when to act and when to ask for a decision.

Relevant experience could come from customer service, administration, logistics or another coordination role. Product knowledge and our ordering system can be learned with support.

What we'll provide

The owner provides clear priorities, agreed decision limits and prompt decisions on exceptions. Sales and the warehouse provide named contacts and complete handovers. You get access to order, stock and delivery information, training in our systems and products, and time to fix recurring problems.

How we'll know it's working

Your contribution

Order records show a current status, next action and owner; delivery commitments are checked; changes are passed on promptly. Reviewed weekly with the owner.

The difference made

Customers get dependable updates; fewer routine orders need the owner to chase. Looked at monthly using delivery records, customer feedback and owner time.

The support in place

Information, handovers and owner decisions arrive in time to act. Blocked orders and missing support are discussed at the weekly check-in.

Using this document

This is the shared reference for the role: for advertising and interviews, the first 90 days, regular check-ins and development conversations. Review it together at least once a year, or sooner if the role changes.

To confirm before use: decision limits for credits and extra spending; how "fewer routine orders" will be counted; and who covers the role during leave. These are left open here rather than assumed. Business details, working arrangements and review frequencies are illustrative.