



speciality and industrial **enzymes**

Recruitment Information

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About Biocatalysts



Biocatalysts is a customised enzyme discovery, development and manufacturing company based in the UK, with a subsidiary in Illinois, USA. We work with our customers, many of which are the top blue chip food companies, to provide unique enzyme solutions that will help them solve process problems, valorise waste, facilitate a biochemical reaction or deliver competitive advantage through using a unique product.

Our Vision:

“We will become and stay the world’s leading speciality Enzyme Company and by the quality and dedication of our people, exceed our customers’ expectations”

Our Cultural Values:

- Accountability
- Learning & development
- Team work
- Results driven
- Customer focused
- Friendly
- Pursues profitability

Strategic Objectives

The Company is driven forward by its commitment to, and achievement of, 7 key objectives:

- To continuously maintain and improve sales
- To attract, train and develop high potential staff
- To collect and exploit technical and market information for commercial advantage
- Increasing competitive advantage through innovative technical excellence
- Maintain gross margin and control costs
- To maintain World Class Customer Service
- To achieve successful partnerships



Staff Charter

Biocatalysts Ltd is a knowledge-based manufacturing Company. We are an Industrial Biotechnology Company that makes enzymes primarily for the food processing industry. For the Company to continue to grow and prosper, the staff needs to continue to learn and develop. Biocatalysts strives to be a business-excellent Company that gives world-class satisfaction to its customers; is seen to be technically excellent in the world of industrial enzymes; offers a good return to its shareholders and an excellent working environment for its staff.

Purpose

This Charter aims to ensure that staff knows fully what is expected of them but also what they can expect from working at Biocatalysts. It is complimented by a very strong culture of the Company. It seeks to promote positive relationships and good employment practice as a necessary part of achieving the Company's mission and goals.

We do not just focus on the present; we are a long-term thinking Company and want to give you something to look forward to. Our destiny is in your hands and we want to actively engage you in creating a bright future.

Leadership and Management

You will benefit from effective management and leadership skills and you can expect a high level of responsibility and control over your work as we encourage people to do their job in their own way. Your Managers are encouraged to learn and develop in both Management techniques and the business department that they control. Managers are encouraged to spend at least one day per month learning. You should regularly see the benefits of this learning passed down into the department.

Learning and Development

You will be given a comprehensive induction on joining the Company and be encouraged to realise your full potential in your role by learning new skills and technologies. The Company will ensure that you will have the opportunity to participate in Development (by whatever means) relevant to the Company needs.

We will regularly review the provision of time off and support for training and development to ensure that it is appropriate and accessible to all regardless of your working patterns.

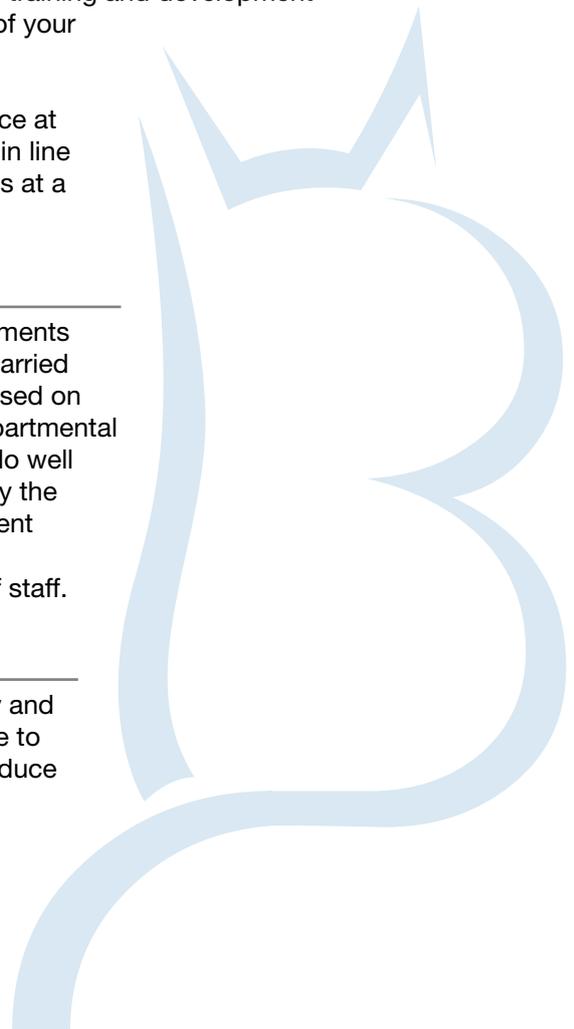
A formal review of your own personal development will take place at least once per year. This ensures that your development is fully in line with the Company's needs and that your development continues at a pace you are happy with.

Performance Assessments

The Company values the results of regular and frequent assessments of staff performance. Comprehensive formal assessments are carried out twice a year plus a mid-quarter review. Assessments are based on performance in two key areas, namely performance against departmental targets (or your contribution to them) and behaviour. Staff that do well on targets but whose behaviour does not match that required by the Company will never do well overall in the Biocatalysts assessment system. No one wants to work in an environment that is made unpleasant by the inappropriate behaviour of a few members of staff.

Environment, Health & Safety

We will maintain our working environment in a healthy, safe way and provide you with excellent facilities and equipment. We continue to protect the environment by taking our commitment further to reduce our waste and energy consumption.



Standards

To ensure the Company delivers in all areas, it adopts several business standards. These currently are:

- FSSC22000 Food Safety Management
- ISO 9001 OHS 18001
- EFQM Business Excellence model
- Investors in People – Gold Standard
- HACCP policy has been externally audited to meet requirements (Clause 2) of the BRC standard
- ISO 14001 Environmental

Communication and Involvement

We have a strong company strategy and make sure our people knows the company's plan and how their role contributes to our success with regular updates from our Managing Director.

It is important that our communication goes both ways and we use our annual employee survey to measure how our people are feeling and areas where we could do better. We also have our employee focus group, with representatives from every department and meet regularly to put forward ideas for improvement.

We publish our very own Biochat newsletter which is filled with news about what's going on around the company, what improvements we are working on to benefit our customers and updates on what our people are doing in work and at home.

We will encourage feedback from staff on communication and involvement through our employee focus group so that we can find better ways of improving and achieving this goal.

This is an open Company. Most information about the Company is freely available or can be found out by asking your line manager.

Contribution

You will be encouraged to maximise your contribution to the success of the Company in which high standards of performance are expected, encouraged, supported and rewarded. You do this by striving to learn how to do your job better and more efficiently. Our people work with very little day-to-day supervision and working for us will suit those who value the freedom to plan and deliver their work in the way they want but whilst still meeting the necessary standards.

Working Environment

Working in a messy and untidy environment is unpleasant, inefficient and unsafe. Hence, maintaining tidy desks, offices, laboratories and factory are key to having a top class environment to work in. If you encounter a problem, which includes problems with electrical items like lights, decoration, plumbing etc, it is your duty to report it to the Facilities' Co-ordinator.

Balancing Work and Personal Commitments

You will benefit from our flexible working policy that will help you to balance home and work commitments. This is achieved without compromising our world class customer satisfaction. Flexible working is an opportunity, not a given and must always be discussed with your line manager.

Social Responsibilities

We will endeavour to conduct our business in an environmentally sound way and play an active part in being a beacon of business excellence in the local community. We undertake regular charity events and most staff contribute to payroll giving through their salary.

Fairness

We are a global successful company and opportunities are open to everyone. We hire on potential, promote on talent and reward success. You will find people from all backgrounds here and we believe everyone has a part to play in making Biocatalysts just a great place to work.

Benefits

Your finances

- **Group Personal Pension Scheme**
We operate a non-government auto enrolment pension arrangement into which employees would be enrolled if they meet the criteria.

Your Health

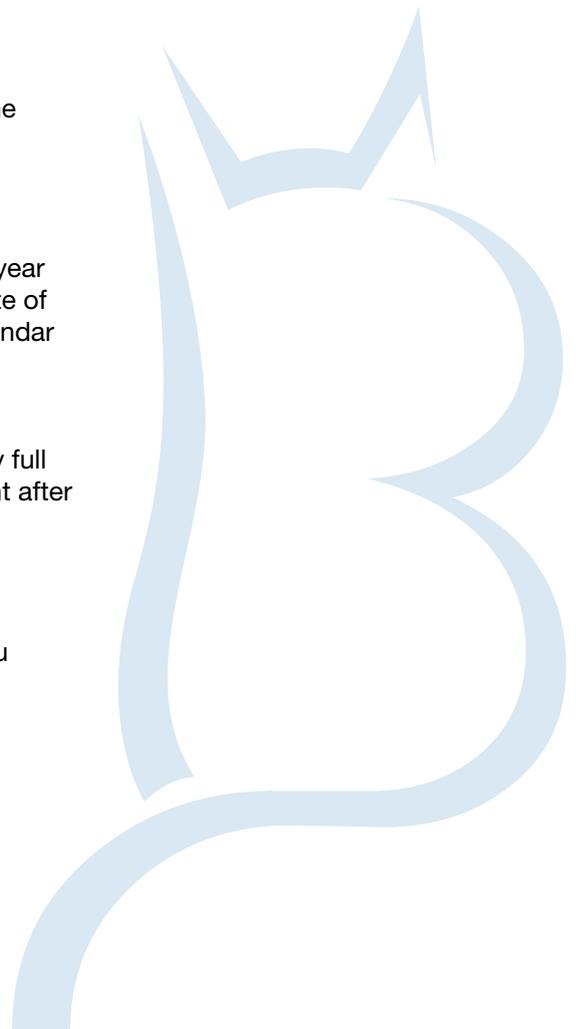
- **Medical Care**
BUPA cover for employees (After probation)
BUPA cover for employee's spouse after 5 years' service
BUPA cover for employee's children under the age of 18 after 10 years' service
- Health Screening specific to particular specific job role

Protection for you and your family

- **Life Cover (Death in Service Benefit)**
3 x basic annual salary for employees with up to 5 years' service
4 x basic annual salary for employees with over 5 years' service
- **Business Travel Insurance**
The company provides full insurance for all employees travelling on business outside of the country they are based. The type of cover depends on the specific travel, but accident and emergency medical care are both covered

Your time

- **Public Holidays**
There are 8 UK public holidays for which all full-time employees receive full pay (pro rata payment for part-time employees)
- **Annual Leave**
All full time employees are eligible for 22 days per year
Maximum of 6 additional days are awarded at a rate of one additional day for every year after the first calendar year's service
- **Sick Pay**
The Company, at its discretion, will continue to pay full salary for up to 13 weeks including SSP entitlement after satisfactory completion of probationary period
- **Four Day Week**
4 or 4.5 day week - Combine your 37.5 hours (normal working week) into 4 or 4.5 days giving you more flexibility to have extra time off.
Certain restrictions apply.



Other Benefits

- **Employee Referral Scheme**
This scheme provides a bonus payment of £250 to any existing employee who introduces a suitable candidate that is subsequently permanently employed by the company
- **Quality Working Environment**
Our working environment is secure, modern, spacious and clean. Free hot drinks and spring water are supplied daily
- **Parking Facilities**
Free parking for all employees
- **Child Care Vouchers**
- **Employee Discount Scheme**



Guidelines for Expense Reimbursement

Candidates will qualify for reimbursement of travel expenses providing arrangements are in the cheapest way.

Air travel and hotel expenses will not be reimbursed unless formally approved in advance.

All travel receipts must be presented at the start of the interview and reimbursement will be made within 14-21 days.

Recruitment, Advertising and Selection Policy

The recruitment process will be conducted in such a way as to result in the selection of the most suitable person for the job in terms of experience, abilities and qualification. The Company is committed to apply its equal opportunities policy statement at all stages of recruitment and selection.

The selection process will be carried out consistently for all jobs at all levels. All applications will be processed in the same way. The staff responsible for short-listing, interviewing and selecting candidates will be clearly informed of the selection criteria and of the need for their consistent application.

As part of the interview process, all applicants will be required to complete selection tests relevant to the job role and all staff responsible for the application of tests including evaluation, interpretation and feedback are trained to a level of competence recommended by the British Psychological Society.

The Company will ensure to provide equality of opportunity to all individuals required to take tests. The results of single tests will not be used as the sole basis for decision making.

All applicants will be interviewed by at least two interviewers and all questions asked of the applicants will relate to the requirements of the job. The selection of new staff will be based on the job requirements and the individual's suitability and ability to do, or to train for, the job in question.

With disabled job applicants, the Company will have regard to its duty to make reasonable adjustments to work arrangements or to work premises in order to ensure that the disabled person is not placed at a substantial disadvantage in comparison with persons who are not disabled.

Equal Opportunities Policy

The Company aims to be an equal opportunities employer and undertakes to apply objective criteria to assess merit and ability. It aims to ensure that no job applicant, employee or worker receives less favourable treatment on the grounds of race, colour, national or ethnic origins, sex, sexual orientation or perceived sexuality, marital status, disability, membership or non-membership of a trade union, "spent convictions" of ex-offenders, class, age, politics, religion or belief.

Selection criteria and procedure will be reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities.

All employees will be given equal opportunity and, where appropriate and possible, special training to enable them to progress within the Company. The Company is committed to a programme of action to make this policy effective in order to minimise the possibility of discrimination, and to stop it immediately, whenever it arises.

Learning, Training and Development Policy

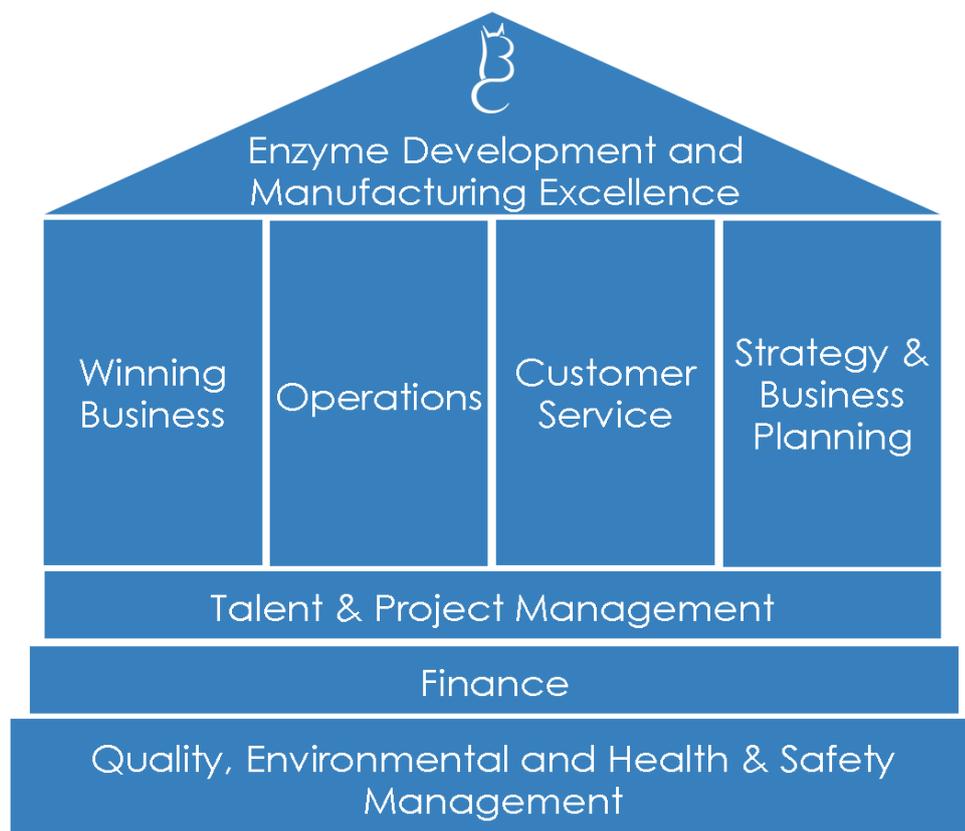
Purpose:

As a knowledge based company, we must continually learn and develop to enable us to become the world's leading Speciality Enzyme Company. This will be achieved by the quality and dedication of our people enabling us to exceed our customers' expectations.

The company is striving towards creating a learning culture where our people will be prepared to accept change, learn from problems, mistakes, challenges and successes. Staff development refers to all policies, practices and procedures used to develop the knowledge, skills and competencies of staff to improve the effectiveness and efficiency both of the individual and the Company. Our Management team will support our staff to acquire and develop relevant knowledge, skills and competencies to enhance their performance in their current role and, where they are involved in succession planning, for their next role. Staff will be encouraged to take responsibility to ensure their effective contribution to the achievement of the company's strategic and personal objectives.

Business Excellence Model:

Learning, training, coaching and development of staff as part of Talent Management underpin everything we do as shown in the model below:



Strategy:

We will provide an effective induction, training and development programme for all employees whether employed on a temporary, full-time or part-time basis for the duration of their employment. In addition, we will ensure that existing staff who are taking up a new role (e.g. through being promoted) have their induction needs considered in relation to their new role. We will ensure that learning and training requirements are identified from, and aligned with, our strategic priorities, organisational, team and individual needs. We will provide management support to encourage and foster continuous learning and self-development and ensure timely delivery of mandatory training and assessment, including refresher training where necessary. This is supported by an annual Company Training and Development Plan derived from the Company Strategic Objectives and Departmental Business Plans, prioritised by business needs and which acknowledges that there are limited training resources to achieve it.

Two-way communication is encouraged and will be integrated within our knowledge management system; this will allow learning to become a collective experience. We will endeavor to apply different learning methodologies and training practices to allow the development of coaching skills in managers and supervisors. This in turn will facilitate individual development in order to improve business performance and customer service. All new employees will follow an individually tailored induction process in line with their role and after probation, may be issued with a personal development plan. Innovation is part of our company culture and will always be encouraged. All this is supported by a comprehensive Skills Matrix embedded throughout the company.

Results:

All learning, training and development must, as far as possible, be effectively monitored and evaluated and if required, any deficiencies will be evaluated to prevent recurrence. The company and staff are aiming for continuous improvement through all learning, training and personal development.

Legal Responsibilities:

All learning, training and development must, as far as possible, be effectively monitored and evaluated and if required, any deficiencies will be evaluated to prevent recurrence. The company and staff are aiming for continuous improvement through all learning, training and personal development.

Person Specification

Date:	November 2018	
Job Title:	Sales Order Processor/Export Administrator	
Job Requirements		Essential or Desirable (E or D)

Qualifications/Education/Training:

- GCSE's including English, Maths (Grade C or above) or equivalent **E**
- Customer Service or Business Administration qualification **D**

Experience:

- Dealing with export shipments from point of order through to final delivery **E**
- Preparation of documents required for export e.g. Defra, EUR1, AQIS **E**
- Managing export shipments from point of order through to liaising with forwarders and final delivery **E**
- Strong numeracy and analytical skills and ability to work and calculate in different currencies **E**
- Ability to building successful relationships with customers and ensuring customer service excellence **E**
- Processing sales orders on SAGE 200 or similar system **E**
- Administration skills – thorough, organised, system oriented with attention to detail **E**
- Sales forecasting **D**
- Stock management with a 3rd party warehouse **D**
- Working in a manufacturing environment **D**

Knowledge:

- Airway Bills and Bills of Lading **E**
- Food or manufacturing industry **D**
- Global shipment of products **E**

Skills & Competencies:

- **Customer Service** – the exercise of unceasing care in looking after the interests of external and internal customers to ensure that their wants, needs and expectations are met or exceeded **E**
- **High Quality Work on Time** - The focus on delivering quality and continuous improvement **E**
- **Planning & Organising** - The ability to decide on courses of action, ensuring that the resources required to implement the action will be available and scheduling the programme of work required to achieve a defined end-result **E**
- **Team Work** – the ability to work co-operatively and flexibly with other members of the team with a full understanding of the role to be played as a team member **E**
- **Communication** – the ability to communicate clearly and persuasively, orally or in writing **E**
- **Decision Making & Knowledge** - The capacity to make sound and practical decisions which deal effectively with the issues and are based on thorough analysis and diagnosis **D**

Personal Attributes:

- Proactive and willingness to help others **E**
- Positive and friendly attitude to dealing with people **E**
- Confident and excellent telephone manner **E**
- Initiative and can-do attitude **E**
- High attention to detail **E**
- Ability to multi task and work under pressure **E**

Other:

- Ability to use Sage 200 & MS Office (Excel & Word & Outlook) **D**
- Ability to use a CRM system **D**

Weighting:

- E – Essential for the successful performance of the role
- D – Desirable but can be achieved through on the job training or experience

Job Advertisement

Sales Order Processor/Export Administrator

Salary: £22,500 plus bonus and substantial benefits

Location: Nantgarw, Cardiff

Hours: 09:00 to 17:00 Mon-Fri

Biocatalysts is a customised enzyme discovery, development and manufacturing company based in the UK, with a subsidiary in Illinois, USA. We work with our customers, many of which are the top blue chip food companies, to provide unique enzyme solutions that will help them solve process problems, valorise waste, facilitate a biochemical reaction or deliver competitive advantage through using a unique product.

We have an opportunity for a Sales Order Processor/Export Administrator who will have an integral role within our Customer Service team.

You will be processing our customers' sales orders accurately using our Sage 200 system so being meticulous with attentive to detail is essential to becoming successful in this role. You will prepare export documentation (Defra, EUR1, Certificate of Origin) from point of order, manage stock for our USA subsidiary and liaise with our freight forwarders to ensure customer orders arrive on time all around the world.

You must possess excellent administrative skills along with the ability to multi-task without getting flustered, plan and organise your work in a systematically and methodically. You will not be afraid to pick up the phone and talk to our customers and demonstrate a natural ability to communicate and develop strong relationships with our global customers in a helpful and enthusiastic way.

Using your initiative and can-do attitude, you will respond to incoming customer enquiries, be responsible for telephoning our existing customers for their sales forecast, handling customer complaints and driving these through to successful resolution that will exceed our customers' expectations.

GCSEs including English and Maths above Grade C or equivalent along with experience in logistics is essential and having either a Customer Service or Business Administration qualification would be advantageous.

If you are someone who is looking for an opportunity to become a specialist within our Customer Service team, loves talking to customers and is motivated to succeed in this challenging role, we would love to hear from you.

To apply, download our recruitment pack by visiting www.biocatalysts.com. Alternatively please send your Curriculum Vitae and covering letter to:

Biocatalysts Ltd, Cefn Coed, Parc Nantgarw, Cardiff CF15 7QQ

Email: recruitment@biocats.com

Contact: Pauline Denner

Closing date: 09:00 am Monday, 10 December 2018

Role Profile

Role title:	Sales Order Processor/Export Administrator
Department:	Customer Services
Responsible to:	Customer Service Manager
Responsible for:	None

Purpose of the role:

To work as part of a team to ensure all sales orders are processed efficiently to include required export documentation and despatched on time whilst ensuring excellent customer service.

Key result areas:

1. On time despatch to customers (Ltd & Inc)
2. On time delivery to customers
3. Order processing lead time (Ltd & Inc)
4. Supplier Performance
5. No customer complaints relating to SOP activities
6. Customer Satisfaction

Need to know:

- Sage 200 & CRM
- MS Office
- Experience of export documentation including customer specific and regulatory requirements

Need to be able to: (Key activities)

- Processing technical sales orders using Sage 200 system
- Sales forecasting
- Advising customers on delivery dates
- Managing export shipments from point of order to final delivery
- Liaising with key logistics' partners to organise shipping of customer orders
- Handling airway bills and bills of lading
- Obtaining shipping quotes for sales team
- Stock management within 3rd party warehouse for US subsidiary
- Handle incoming customer enquiries
- Prepare export documentation to ensure orders can be shipped globally
- Pre-despatch checks
- Calculating weights, dimensions and packing requirements specific to customer orders
- Implementing customer special instructions
- Carry out pre-despatch checks
- Invoicing
- Communicate to customers in a friendly and professional way
- Supplier Monitoring and statistic collection
- Handling customer requests and complaints
- Carry out the responsibilities stated in the Managing Director's Health & Safety Policy detailed in paragraphs 9 and 10 of his Management Directive
- Be conversant with and adopt the procedures stated in the Environmental Management System (EMS) Manual and its supporting documents

Expected behaviour

- Planning and Organising
- Team Work
- Communication
- Decision Making & Knowledge
- High Quality Work on Time
- Customer Service

Biocatalysts Recruitment Process

– Sales Order Processor/Export Administrator

Stage 1

Please submit your CV with a covering letter and send either by post or email to:

Pauline Denner, Biocatalysts Ltd, Cefn Coed, Parc Nantgarw, Cardiff, Wales, UK CF15 7QQ
Email: recruitment@biocats.com
Tel: 01443 843712
Fax: 01443 846500

Closing date: **09:00 am Monday, 10 December 2018.**

We will be reviewing applications and will let you know whether or not you have been short listed to the next stage of the process by **Tuesday, 11 December 2018.**

Stage 2

Telephone interviews are scheduled for **Thursday, 13 December 2018.**

Applicants short listed for 1st interview will be sent the following:

- Personality Profile Analysis (PPA) questionnaire – this helps us understand your working style. This questionnaire is not concerned with abilities but will help us to find out more about how you like to work. There are no 'right' or 'wrong' answers or 'good' or 'bad' qualities to these questionnaires.
- General Intelligence Assessment (GIA) pre-test booklet – this test measures specific abilities such as word and numerical meaning. This pre-test booklet will need to be read through before completing the on-line assessment.

Stage 3

1st interviews are scheduled for **Wednesday, 19 December 2018.** Please allow 1-2 hours for this.

This stage is the 1st interview and assessments with 2-3 people attending. We will explore your experience and personal qualities that are relative to the position you have applied for.

Following the 1st interview, we will be able to let you know whether or not you have been successful within 48 hours. It is only at this stage that references, subject to your approval, will be checked should an offer be made.



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