

Contracts & Export Co-Ordinator

Dept: Commercial

Reports to: Contracts & Export Team Lead

Location: Poole, UK

About Rivencore

Originally founded in 1915, Rivencore Global Solutions is a key Defence supplier with a reputation for excellence, dedicated to advancing global naval technology through innovative engineering and precision manufacturing.

Our capabilities span advanced protection and enclosures, maritime sensors and shipboard systems, navigation, lighting, and visual landing aids – all designed to perform in the world’s most demanding environments providing environmental awareness, pilot assistance and other naval applications.

We supply products that are in use in over 50 countries, often destined for continuous use where Mission-critical operation is essential. Our team deliver cradle-to-grave support including installation, commissioning, training and repair and by working closely with global navies and commercial shipbuilders, design and produce cutting-edge solutions that enhance operational efficiency and safety at sea.

As an employer we believe our people are the foundation of our success; their skill, commitment and curiosity drive everything we achieve. That’s why we offer competitive salary structures, internal growth and training opportunities and awards as well as a huge range of benefits – our staff retention speaks for itself.

Role overview:

As part of a team, provide professional service to all internal and external customers, handling the processing and management of Sales Contracts to ensure the day-to-day organization and co-ordination and the undertaking of the company’s contracted sales workload is conducted efficiently, accurately and in line with Company Procedures whilst maintaining company integrated compliance systems and Compliance to external regulations.

The Role will ensure department and Business compliance with Export Control requirements at all times.

Specific Job Responsibilities:

- Review and enter compliant contracts and orders into Company ERP/MRP System
 - Generate required compliant Shipping documentation, coordinate and manage shipments to completion.
 - Generate, authorise and submit compliant customer invoices in a timely manner. Provide assistance to the Finance Team in obtaining payments where required.
 - Send internal order confirmation to internal stakeholders to confirm commencement of work where required
 - Ensure the timely sending of order confirmation to customers and obtaining all required export control documentation in a timely manner where required
 - Carry out the UK MoD & US Gov processes, shipments and payment claims, including maintaining payment records, producing 650 forms, WAWF/SIR portal and monitoring deliveries to ensure swift payment
 - compliance with UK Government Export Procedures, HMRC Import Procedures and the Quality Management System.
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- Maintain Sales Order and Output records to assist in Company target projection
- Maintain Departmental Procedures to ensure best practice, continuous improvements and procedural waste is reduced.
- Ensure Contract Files are kept fully up to date and that the proper departmental records are maintained
- Assist with effective functioning of the administrative and commercial activities within the Contracts & Export Department
- Assist in the maintenance of fully auditable records to ensure compliance with UK BIS & US DoS/DoD regulations including updating and maintaining the Import and Export records/registers and facilitating internal audits.
- Conveying expected delivery schedules to customers as required, working closely with other departments to ensure expectations are communicated and met.
- Nurture the good working relationships with selected Freight Forwarders with the view of minimizing transport costs.
- Assist in the management of priorities in the department's daily workload to achieve maximum productivity and targets.
- Maintain an up to date knowledge of the latest UK & US Export Control, International Trade and Hazardous Goods Compliance Regulations and apply the knowledge accordingly.
- Undertake and complete Export Letters of Credit shipments, as required.
- Assist the SAM, BD, PM and Commercial Teams on an Ad-Hoc basis with the reviewing customer specific Terms & Conditions to identify any risks to the business and propose suggested options for mitigating the risks to be used in negotiations.
- Assist in the production of the weekly/monthly management reports when required
- Responsible for multi-customer dealings and multi-tasking in a high volume fast paced Department.
- Have the ability to cover all department tasks during staff absences.
- Ensure all activities carried out are compliant with company procedures and external regulations.

General Responsibilities

- Undertake other duties as may be reasonably expected from time to time

Personal Attributes

- The ability to work well in a driven team and thrive under pressure from strict deadlines.
- Exceptional attention to detail
- Self-driven, strong interpersonal, problem solving and analytical skills
- Clear, concise written and verbal communication skills
- Good time management, organization, prioritisation and planning skills
- Enthusiastic, flexible, adaptable and consistent with a strong teamwork attitude
- Ability to conduct themselves in a friendly professional manner at all levels, whilst maintaining and customer service focus.

Knowledge and Experience

- Established Customer Service Skills
- Previous administration in a sales order processing or contract management environment
- The ability to understand and adhere to legislation and compliance regulations.
- Familiar with navigating Terms and Conditions of Contracts
- Knowledge of UK Ministry of Defense (MOD) Procedures advantageous
- Demonstrated knowledge and experience of International Trade, Exporting and shipping.
- Experience of working within the Defence Sector and/or a Manufacturing organisation desired
- Experience working within ISO Audit requirements
- Full proficiency in MS Office
- Awareness of UK Export Control and HMRC regulations
- ITAR/EAR US Regulations awareness.
- Full proficiency in MS Office
- Ability to obtain UK SC or International equivalent Clearance required.

**Education and
Qualifications**

- A comprehensive standard of numeracy and literacy