



## Sales Administration Team Leader (Supply Only)

### Company Overview

Record UK, part of the globally renowned ASSA ABLOY Group, is a leading UK specialist in automatic pedestrian door systems, benefiting from the scale, stability and international reputation of a Fortune Global 500 company operating in over 40 countries. We design, manufacture, supply, install and service an extensive range of automated door systems and aluminium shopfronts for clients across sectors including retail, transport, healthcare, commercial buildings and the public sector, helping millions of people move safely and efficiently through buildings every day.

Due to continued growth and increasing demand for our services, we are now seeking a suitable candidate to join our Sales Administration Team.

Joining Record UK means becoming part of a business that is:

**Growing and Future-Focused:** We are continuously investing in innovation, digitalisation, sustainability, and the development of our people—ensuring that those who join us are part of a company shaping the future of entrance solutions.

**Industry-Leading:** Our engineering excellence, product reliability and nationwide service capability have made us one of the most trusted names in the automatic door industry. You'll be working with market-leading technologies and solutions that set the benchmark across the sector.

**Global Strength, Local Impact:** While we operate at an international scale, we maintain a strong UK identity with teams across the country delivering outstanding service to local clients. This combination of global stability and local agility creates a unique and rewarding working environment.

**A Place to Build a Career:** Whether you're an experienced professional or growing your career, Record UK offers clear pathways for development, training, and progression. Our supportive culture values collaboration, innovation and customer excellence - empowering you to make a real impact.

### Job Description

#### Team Leadership and Performance

- Lead, motivate, and support the Order Processing team to meet daily targets and agreed service levels
- Monitor team performance and provide ongoing coaching, feedback, and development support
- Act as the first point of contact for escalated customer or order-related issues
- Support management with reporting and continuous process improvement initiatives

#### Customer and Order Management

Handle customer enquiries via telephone, ensuring a professional and positive customer experience

Ensure consistent, accurate, and timely order processing using the SAGE system

Liaise with internal departments and other depots to resolve order or customer queries efficiently

#### Collaboration and Support

- Work closely with Sales Representatives and the Technical Team to support customer requirements
- Assist with the onboarding and training of new team members
- Promote effective teamwork and communication within the Order Processing function

## **What we are looking for**

- Previous experience in a customer-facing role, ideally with team leadership or supervisory responsibilities
- Confident and professional telephone manner
- Strong ability to work collaboratively as part of a team
- Confident communicator, able to engage effectively with stakeholders of all levels
- High level of organisation, attention to detail, and accountability

## **What will set you apart?**

- Experience leading or supporting small teams in a fast-paced environment
- Strong organisational skills with attention to detail
- A proactive, supportive leadership style with a customer-focused mindset

## **Benefits of working at Record UK**

As part of Record UK, you'll enjoy a rewarding career with benefits designed to support your well-being and professional growth. These include:

- 33 days of annual leave (incl. Bank Holidays)
- Life assurance scheme
- Enhanced sick pay
- Annual salary review scheme
- Christmas shut down period with an ex-gratia half day on Christmas Eve
- Access to an online employee benefits portal
- Access to an extensive online training portal
- Access to an Employee Assistance Program

## **Equal Opportunities Statement**

Record UK is an Equal Opportunity Employer. We are committed to equality of opportunity and to following practices which are free from unfair and unlawful discrimination. All qualified applicants will be considered for employment without regard to age, disability, ethnic origin, race, sex, gender identity and expression, sexual orientation, religion or belief and family or parental status. We are committed to fostering an inclusive workplace that celebrates diversity and promotes equity.

If you are ready to take the next step in your career, we'd love to hear from you! Apply now by sending your CV and covering letter to [recruitment@recorduk.co.uk](mailto:recruitment@recorduk.co.uk) with the subject line 'Sales Administrator Team Leader (Supply Only)'.