



NILORN UK LTD

ADDING VALUE TO YOUR BRAND

BRANDING • DESIGN • PRODUCT DEVELOPMENT • LOGISTICS

Nilorn Superdry Account Manager Job Description

Overview

- Employed by Nilorn UK
- Based in Cheltenham
- Working as part of a team and using own initiative
- First point of contact for Superdry staff
- Liaison between Superdry and Nilorn Global Offices
- Reports to the Nilorn Global Key Account Manager for Superdry
- Strive at all times for Nilorn to exceed Superdry's expectations
- Be able to take ownership, to make decisions
- Align Superdry/Nilorn priorities

Responsibilities

- Build on and maintain excellent Superdry relationships, working closely with Superdry merchandise teams
- Prioritising requests from Superdry's Senior Management Team and respond accordingly
- Customer management – order processing and monitoring
- Managing and maintaining Nilorn's Web Order System:-
- Meeting and introducing Nilorn to Superdry's new supply base ensuring that full training and set up is arranged
- Attending regular Design/Technical meetings
- Manage New Development Projects as requested
- Manage daily order management to ensure a timely service
- Formulate and communicate monthly performance report and other reporting
- Work with suppliers and their supply base to chase overdue payments
- Review Nilorn composition detail with final garment testing to ensure they are aligned

Personal Skills Development

- Product knowledge – gain personally and sharing of ideas, new techniques etc. with others within Nilorn and Superdry
- Time management – working to deadlines within critical paths and be able to work at a pace to deliver agreed timelines. Comprehensive understanding of Superdry deadlines to ensure Nilorn meets their expectations
- Systems knowledge – Outlook, Excel, Adobe, Web Order System, Umbrella portal
- Communication skills – telephone & electronic with overseas garment manufacturers and offices, Superdry staff, Nilorn UK and Nilorn IT (based in Sweden)
- High level of customer service

ADDRESS

Nilorn UK Ltd
Unit 1A Acre Park,
Dalton Lane,
Keighley,
BD21 4JH

CONTACT

01535 673 500
info@uk.nilorn.com

ONLINE

nilorn.co.uk

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WORLDWIDE

BANGLADESH BELGIUM DENMARK
GERMANY HONG KONG INDIA ITALY
PAKISTAN PORTUGAL SHANGHAI
SWEDEN SWITZERLAND TURKEY
UNITED KINGDOM USA

REGISTERED

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Personal Attributes

- Confident, outgoing, positive creative thinker with an engaging personality required
- Discretion – client projects may be highly sensitive or include confidential information
- Take ownership of projects ensuring you are confident in delivering the end result
- Able to work under pressure and use own initiative
- Accuracy in all areas especially numeracy with very high attention to detail and excellent analytical skills
- Excellent record keeping
- Working as part of a team to meet company objectives
- Promote Nilorn's products, services and core values at all times
- Working to get the job done as necessary
- Effective and professional communication skills
- Personal development
- Travel will be required as part of the role

Package

- Excellent Basic Salary
- Life Assurance
- Access to the Superdry Staff Shop

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