



Job Description

Job title:	Book Resources Supervisor
Department / Location:	Feltham Head Office
Reporting to:	Publications Manager
Hours:	37.5 - Monday to Friday

Job purpose

To play a pivotal role supervising the Book Resources department to ensure that the business objectives of Book Resources Co-ordination and Tuition Centre stock control are met. The tuition operation is dependent upon accurate and timely book stock flow and the Book Resources team is responsible for the overall process of book logistics within the AE businesses.

Dimensions

- Multi-location responsibility
- Liaise across range of business functions, including, but not limited to, colleagues within Tuition Centres, Finance and Office Admin.
- Oversee the Book Resources department to ensure all classes (teaching different levels of 11+ and core subjects) at all tuition centres and learning remotely receive their weekly/monthly book requirements. Currently (in 2021) there are 127 classes of 16-25 pupils over three locations/working remotely - with potential to expand.
- Supervise the Book Resources team to order and manage approximately 263,000 books per year from multiple wholesalers and publishers.

Main responsibilities

- Supervise the Book Resources team's activities and act as a first point of contact for routine issues, not over-riding the ultimate line management responsibility of all members of the Book Resources team which is directly to the Publications Manager
- Maintain open and regular information flow with the Publications Manager, advising on progress, anticipating issues, informing of matters impacting the smooth running of the Book Resources activities and objectives
- Work collaboratively with the Schemes Supervisor
- Produce annual Book Schedule of all publishers' titles used on all AET courses
- Produce costings for all AET courses
- Produce course materials expenditure forecast for Finance department
- Inform Book Production team of forthcoming AET book requirements
- Produce yearly list of when AEP titles are used in the centres
- Maintain accurate records of AET resources held in the warehouse and carry out yearly stocktake
- Organise and supervise the Paper Sale of surplus materials
- Collate AET weekly book requirement lists from AEP and produce delivery notes
- Gather tuition centre weekly/monthly requirements from stock held in warehouse
- Pick/double check Bridge House weekly books in collaboration with the Warehouse Supervisor
- Sort Bridge House returns each week and manage the spares system to ensure appropriate numbers of books at each stage of the book logistics cycle
- Sort tuition centre returns and produce lists for credit notes for AEP titles
- Manage return of overstocked titles to suppliers



- Inform the Warehouse Supervisor of deliveries from book suppliers and provide box labels
- Produce agenda and take minutes for BRT-Langley quarterly meeting
- Produce agenda and take minutes for BRT-Feltham meetings
- Summer Courses:
 - Produce summer course costings
 - Produce summer courses calling lists
 - Produce summer course book lists and signs for tuition centre(s)
 - Order summer course books
- Remote Learning:
 - Assist with the despatch of pupils' monthly book packs: make pack lists; supply address labels; book in with courier; inform pupils of delivery dates; monitor delayed packs
 - Manage book requests from individual pupils and arrange their despatch
 - Notify tuition centres of changing books in assistant monthly packs
 - Respond to the tuition centre and Admin team queries about book use and delivery
 - Arrange for books to be available for teachers to use for filming lessons

Work collaboratively with other members of the Book Resources team to:

- Ensure tuition centres receive required materials on correct days
- Liaise with tuition centre staff to ensure materials can be delivered
- Provide weekly book signs for tuition centres
- Ensure correct stock levels are maintained at tuition centres
- Liaise with tuition centres to ensure book storage areas are maintained to a high standard
- Work across all sites and perform Book Resources Co-ordinator duties as necessary
- Carry out stocktake of materials held at all tuition centres
- Identify tuition centre stock to be shredded and arrange return to warehouse
- Liaise with multiple suppliers to ensure books arrive in warehouse on time and in accordance with the requirements of AET
- Liaise with tuition centres regarding special requests and urgent queries
- ⊖ Liaise with Warehouse Supervisor regarding movement and storage of AET stock

Skills/Competencies/Qualifications

Personal Qualities and Attributes:

- Keen eye for detail and accuracy when producing invoices and stock counts
- Ability to analyse spoken and written information from various and diverse sources
- Coordination and communication to ensure various parties are kept informed of timescales, deliveries, stock shortages and availability of titles
- Positive behaviour strategies and a constructive approach to problems
- Demonstrate a responsible and committed work ethic, engaging with the aims of the business with enthusiasm and personal energy
- Good organisational and time management skills
- Ability to multi-task and work under pressure in a fast-paced environment
- Ability to function well as part of a team
- Compliance with company procedures, rules and regulations and uphold reputation of the company
- Dependability, flexibility, initiative
- Honesty and trustworthiness



- Ability to undertake regular manual handling
- Access to a vehicle for work purposes and the willingness to travel to specified school sites (must be covered by business insurance - mileage will be paid to reimburse)
- Familiarity with Microsoft packages to an Intermediate ability
- Educated in Maths and English to GCSE grade 9-4 or equivalent

Knowledge & Experience:

- An understanding/experience of education or education sector
- Experience of supervising at least one other member of staff