

Position: Branch Liaison Administrator
Department: Warehouse
Reports to: Head of Warehouse & Logistic Operations
Contract Type: Permanent
Salary: Depending on experience
Location: Letchworth Garden City

Overview

The Branch Liaison Administrator is responsible for providing administrative support to our branch network by acting as the primary point of contact for branch queries relating to customer orders, deliveries, and proof of delivery (PODs). The role ensures timely resolution of issues, accurate communication between branches and internal departments, and the maintenance of high service standards.

Key Responsibilities

- Serve as the first point of contact for branch enquiries relating to orders, deliveries, and POD requests.
- Investigate and resolve order-related queries, escalating issues where necessary.
- Retrieve, verify, and distribute Proofs of Delivery (PODs) to branches and customers within agreed service levels.
- Liaise with our Branches, Warehouse, Procurement, and Sales teams to resolve operational queries.
- Monitor and track outstanding order and POD requests, ensuring timely follow-up and resolution.
- Maintain accurate records of enquiries, investigations, and outcomes.
- Support branches with order status updates, delivery confirmations, and exception management.
- Identify recurring issues and communicate trends to management to support continuous improvement.
- Ensure all administration is completed accurately and in line with company procedures.
- Provide regular updates to branches regarding ongoing investigations and query resolution progress.

Skills, Knowledge, and Qualifications

Essential

- Previous experience in an administrative, customer service, or logistics support role.
- Strong communication and interpersonal skills.
- Excellent organisational skills with the ability to manage multiple priorities.
- High attention to detail and accuracy.
- Proficient in Microsoft Office applications, particularly Outlook and Excel.
- Ability to work effectively under pressure and meet deadlines.

Desirable

- Experience within logistics, transport, distribution, or supply chain environments.
- Knowledge of order processing systems and POD management.
- Experience using ERP or warehouse management systems.

Personal Attributes

- Customer-focused and service-oriented.
- Proactive problem solver.
- Professional and approachable manner.
- Strong team player with the ability to build positive relationships across departments.
- Resilient and adaptable in a fast-paced environment.

What we can offer you:

This is a full-time, permanent role. Your working hours will be Monday to Friday 08:30am – 5:00pm, 40 hours per week.

- Auto enrolment Pension Scheme

- Full training

About Fortus

We are Fortus.

We're incredibly proud to be Europe's fastest-growing security distributor, and we're just getting started! Our branch network now stretches across the UK, Ireland, and the Netherlands.

We provide high value add solutions to our installation partners across our CCTV, Fire, Access, Intruder, Gate Automation and Monitoring divisions.

We work as a valued partner with some of the world's most innovative brands and solution providers including Hikvision, Paxton, Pyronix, and Apollo. We're proud to supply their products, all backed up with a combination of our team's vast real-life experience with unsurpassed product and technical knowledge.

We are Fortus. We're here to change the game.

Future. Secure.