

NC'NEAN

We are looking to recruit a Customer Service Administrator on a full time, permanent basis. The role is located at our distillery in Drimnin, on the Morvern peninsula of the Scottish Highlands, and is a fantastic opportunity for a dedicated and ambitious individual who offers a real passion for customer service and operational support.

ABOUT NC'NEAN

Nc'nean is a young, independent organic whisky distillery on the west coast of Scotland, founded by Annabel Thomas back in 2013. Known for their sustainable and creative approach to making spirits, they launched their Botanical Spirit in 2018 and their first single malt whisky in 2020. The first bottle of whisky was auctioned for charity for a record breaking £41,000 and their whisky has been flying off the shelves ever since. Since then, they have launched their spirits in over 19 countries, have won multiple international awards including a double gold in the prestigious San Francisco Spirits Competition.

Their small female-led distillery has also just been ranked 21st in Drinks International's Top 50 Most Admired Whisky brands in the world. They are the only new Scotch whisky to make the top 25, making it an exciting time to be joining their growing team of eco-conscious drinks fanatics. Their distillery is verified as 'net zero' carbon emissions for scopes one and two and in 2022 they became a certified B Corp: a recognition of their commitment to put equal emphasis on people, the planet and profit.

ABOUT THE ROLE

With customers at the heart of everything Nc'nean Distillery does, you must offer a genuine passion for Customer Service and Administration. Reporting to the Office Manager, you will play a vital role in supporting their ever-growing team across a variety of departments.

Your responsibilities will include:

- You will be the first point of contact for customers which will include answering or redirecting email queries, following up on orders, replying to online reviews and taking phone calls
- Keep the front of house areas clean & tidy at all times
- Support the Office Manager and the wider team with a variety of administrative tasks
- Support the finance department with invoicing and accounts receivable
- Serving distillery visitors in the shop & hosting tastings. With the aim to eventually become one of our very knowledgeable tour guides. Don't worry – full training will be provided!
- Support in logistics, sales, accounts and stock management across the business

To be considered for this brilliant opportunity, we are looking for:

- A background providing a first-class service to customers (we are open to receive applications from all industries)
- Good IT skills including MS Office
- Excellent organisational skills with the ability to prioritise
- Happy to work across the business and be of support to a variety of areas
- Great team player
- Administration experience preferred
- Willingness to learn and ability to use initiative
- A passion for the planet and purpose led brands
- Drivers license / own vehicle due to location

THE DETAILS

- Full time and permanent opportunity working 40hrs per week (Monday to Friday 8-5pm)
- Location: Based out of the office at Nc'nean Distillery in Drimnin, PA80 5XZ
- Holidays: 34 days, which includes Scottish bank holidays
- Pension: company contributes 3% + employee 5%
- Additional benefits include mobile phone, cycle to work scheme; access to heavily discounted whisky

Nc'nean Distillery Limited is committed to creating a diverse work environment and is proud to be an equal opportunity employer. They believe that a diverse team helps them succeed and take active steps to help recruit and nurture this diversity. For example, they 'blind' screen all job applicants, run an internship for women who are interested in working in the whisky industry (who are typically under-represented) and run training and team building events to help the team understand each other.

NEXT STEPS

For further information, please apply by emailing your CV to kirsty@utopianrecruitment.co.uk as soon as possible.

Whilst Utopian Professional Recruitment strives to get in touch with all our applicants, it isn't always possible. If you have not heard back from us within 5 working days after sending us your CV unfortunately you have not been shortlisted for this position.

Equal Opportunities

Utopian Professional Recruitment is committed to equal opportunities regardless of gender, race, disability, sexual orientation, religion or belief and age.