

# TALENT DECK

Customer Service Advisor - Cornwall



ORIGIN



# WELCOME

**ORIGIN**

We're pleased you have found us.

Origin is bound by one central ethos; to source exceptional coffee through a sustainable, triple bottom line approach.

Ultimately, it's about respect – for the people, the process, the coffee, and the brewing. We simply focus on making the coffee the best it can be.

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# ABOUT US

ORIGIN

Bumpy jeep rides through the mist to early morning brews. You can trace the journey in every cup.

Our story began over 15 years ago, when speciality coffee was a fledgling concept in the UK. Owner, Tom has always been involved in the industry, working for his father's coffee business growing up. It was then during a trip to Australia in the early 2000s where he experienced their progressive coffee culture first-hand that the idea for Origin was born.

Now, with an 80 plus strong team of coffee professionals, a world-class coffee program, 7 coffee shops and an ever-evolving product range, we sit proudly as one of the UK's longest standing speciality coffee roasters.



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# CERTIFIED B CORP

ORIGIN

BUSINESS AS A FORCE FOR GOOD.

Measuring and holding accountable, our entire social and environmental impact.

This is the gold standard of sustainability from the only certification that measures a company's entire social and environmental performance. The B Impact Assessment evaluates how a company's operations and business model impact their workers, community, environment, and customers. It interrogates everything from supply chains and input materials to charitable giving and employee benefits.





Costa Rica



Nicaragua



Ecuador



# OUR WORK

ORIGIN

We've been fortunate enough to have travelled the world each year in pursuit of excellent coffee,

following the speciality industry's guiding principles of Direct Trade. And, each year, as we grow, we travel farther and wider, finding ourselves in the enviable position of being able to look beyond the expected. Our long-standing relationships remain the backbone of what we offer, but new explorations punctuate this and offer our customers a taste of the future.

We desire to empower and enthuse people at every stage of the coffee journey. Whether it's an impromptu over-the-counter conversation in one of our shops or a Speciality Coffee Association (SCA) accredited course in one of our professional training labs.





# DEPARTMENTS

**ORIGIN**

Brand & Marketing



Customer Service



Education & Training



Finance, Operations & People



Production & Warehouse



Retail



Technical



Wholesale





# ACCOLADES

ORIGIN



Recognising knowledge  
and skill...

and rewarding consideration and creativity.  
We're privileged to have supported some of  
the world's leading coffee professionals, who've  
won the following national and worldwide  
industry competitions whilst they were working  
at Origin.





The Roastery Team



# THE ROLE



## About Origin

We've come a long way since 2004—and we're just getting started.

As one of the longest-standing independent coffee roasters on UK shores, the love of coffee fuels everything we do. We are on an exciting growth journey, striving to deliver our own unique take on speciality coffee and hospitality to more people than ever before.

We build, nurture, and champion relationships at the source, celebrating producers, seasonality, and provenance. We support direct trade, traceability, and quality. From crop, to cup, every step of our journey is considered; we're proud to be held accountable, always striving for better ways to do business, placing people and planet before profit.

Our product spans more than just amazing coffee, we are also passionate about bringing the world of speciality to life through a programme of education. From teaching professional SCA qualifications to at-home enthusiast brewing courses. Our digital channels are also an opportunity for us to offer engaging learning content such as onsite 'how to guides' and inspiring social content series.

We are proud to roast for some of the UK's leading independent speciality coffee shops, bakeries, hotels, and restaurants. We have 1000's of at-home coffee subscribers and 8 beautiful coffee shops across London, Cornwall, Bristol, and Edinburgh (opening Spring '24).

## The role

As a wholesale Customer Service Advisor at Origin Coffee, you will play a pivotal role in delivering exceptional customer experiences and ensuring seamless operations. You will be responsible for supporting wholesale account operations, delivering outstanding customer service, managing account queries, and overseeing order processing. This multifaceted role requires attention to detail, strong communication skills, and a proactive approach to problem-solving.

We are open to discussing part-time arrangements for the role, tailored to suit both Origin's and the right candidate's needs and availability.



# RESPONSIBILITIES

**ORIGIN**

## **Team**

- Assist the Wholesale Coordinator in the day-to-day operations of order processing.
- Cover any areas of sickness/holiday in customer service as and when required.
- Collate customer feedback to provide updates to the Customer Experience Coordinator.
- Be aware of any marketing activity that will have an impact on the customer experience.
- Plan for and support the customer service teams during high volume periods i.e. Christmas, bank holidays etc.

## **Customer Service**

- Deliver and promote outstanding and carefully considered customer service by phone, email, and in person. Lead by example.
- Maintain a comprehensive knowledge of industry trends, and market developments to effectively assist customers, as well as provide informed recommendations including Origin's coffee programme, feature releases and service across wholesale, retail and ecommerce.
- Work closely with wholesale marketing teams to schedule B2B mail-outs.
- In collaboration with the production team, manage and communicate up-to-date despatch schedules to the wholesale teams.
- In collaboration with the coffee and purchasing teams, be aware of upcoming coffee/product changes, and plan for any complications.
- Confidently assist ecommerce customer enquires as and when required.

## **Account Management**

- Daily processing of wholesale orders and management of the customer experience.
- Provide daily support to wholesale customers. Provide personalised support to allocated accounts.
- Own, resolve and escalate customer feedback. Champion and support the team to resolve more complex issues.
- Diligently manage invoicing, support the finance team in managing customer payments.
- Be responsible for the collation of accurate customer account information including order history, conversations, and digital contact using our stock inventory system and CRM tools.
- Support new customers in placing their first orders, ensure smooth delivery of these orders.
- Troubleshoot any order/product issues for retail, maintain strong relationships with shop managers to provide support as and when required.
- Provide regular support to the wholesale and technical teams with account management.
- Manage third party ordering platforms.



# RESPONSIBILITIES

**ORIGIN**

## **Order Processing**

Troubleshoot any issues with order processing software.

Process claims with couriers for damaged or missing parcels as and when required.

Process any returns effectively, reconciling refunds as appropriate and adhering to stock movement practices.

Maintain a strong knowledge of bespoke product offerings and any blend or component changes.

Maintain contact with the despatch, production and roasting teams throughout the day to be aware of and support any issues as and when they arise.

Manage relationships with couriers, be aware of any issues and subsequent solutions.

Record accurate and detailed inventory and invoicing records and well as question and report any anomalies.

Manage any event orders provided by Events Manager.

Ensure customer invoices are sent by 3pm.

Oversee the printing and checking of the following days Roast Log.

Provide details of abnormal customer orders to the production team.

Support sales managers and trainers with samples of latest releases.

Manage wholesale ordering platforms.

## **Other**

Assist other departments as and when required.

Ensure all interactions represent the cores values and behaviours of Origin Coffee.

Assist in ecommerce customer service as and when required.

# ABOUT YOU

**ORIGIN**

**To be successful in this role, these qualities in you matter the most**

Demonstrating a strong commitment to delivering outstanding and carefully considered customer service through various channels including phone, email, and in-person interactions.

Possessing excellent verbal and written communication skills to effectively interact with customers, colleagues, and other stakeholders.

Ability to multitask and prioritise tasks effectively in a fast-paced environment to ensure timely and accurate resolution of customer inquiries and order processing.

Maintaining a keen attention to detail to ensure accuracy in order processing, invoicing, inventory management, and other related tasks.

Having the capability to identify and resolve customer issues promptly and efficiently, as well as troubleshoot any technical or operational challenges that may arise.

Collaborating effectively with team members and other departments to achieve common goals and provide seamless support to customers and colleagues alike.

Approaching tasks with a proactive and positive attitude, demonstrating resilience and adaptability in the face of challenges.



# ABOUT YOU

**ORIGIN**

## **Essential qualities to have**

Strong commitment to delivering exceptional customer service.

Excellent communication skills, both verbal and written.

Ability to multitask and prioritise effectively in a fast-paced environment.

Attention to detail and problem-solving skills.

Team player with a proactive and positive attitude.

## **Desirable qualities to have**

Previous experience in customer service or account management.

Knowledge of the coffee industry or a passion for specialty coffee.

Familiarity with CRM tools and order processing software.

Flexibility to adapt to changing priorities and business needs.

# OUR VALUES

ORIGIN

1.

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We're honest, authentic and stay true to what we believe is right.

2.

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We craft exceptional products and experiences which set us apart.

3.

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We create an inclusive environment where everyone can strive for excellence and have fun.

4.

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We take pride in the role we play and are driven to succeed.

5.

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We treat people the way we like to be treated.





# COMPENSATION + BENEFITS

**ORIGIN**

## **Competitive Salary**

£25,000 FTE per annum.

## **Nature of contract and working pattern**

Permanent and full-time or part-time (minimum of 30 hours). Origin supports flexible working; we are open to discussing part-time arrangements, tailored to suit Origin's and the right candidate's needs and availability.

## **Base**

Porthleven, Cornwall.

## **Holidays**

26 days including your birthday off, and 8 public holidays (pro-rata for part-time).

## **Pension**

Employer (5%) and Employee (3%) pension contribution, employees can increase their contribution.

## **Mental Health and Physical First Aid Training**

We provide our employees with a toolkit for both preventing and addressing mental health crises in and out of work, providing genuine support, safety and happiness in the workplace.

## **Enhanced Maternity, Paternity, Adoption, IVF Journey Leave and Pay**

We recognise the importance of family and provide enhanced pay to support all parents and their journey to becoming one.

## **Employee Assistant Programme**

A comprehensive suite of support from an (EAP) including help with physical, mental, and financial wellness at work

## **Transitioning at Work Policy**

We want everyone at Origin Coffee to feel comfortable to be themselves at work. We are committed to promoting equity and diversity supporting our colleagues who identify as trans and providing support through any transitioning process.

## **Continued Professional Development**

We invest in all our employees by supporting personal development and encouraging you to broaden your experience and learning potential, led by you

## **SCA Training**

Everyone who works for Origin can embark on the SCA training programme. Depending on your readiness to learn you can dip your toe in or immerse yourself fully. It's quite addictive!

## **An Employee Referral Scheme**

Once you join Origin, you'll want to introduce like-minded people to us. When you do, they settle in and pass their probation, you earn £200

## **Other**

Time off for volunteering, cycle to work scheme, free coffee at work and to take home, discounts in all our cafés and on our merchandise and partners. And of course, regular social and team events serving exceptional food, drink, and of course, amazing coffee!

# HOW TO APPLY



To apply for the position, please apply via [Origin Coffee Careers](#). If you have a portfolio or digital format of any kind to support your application, please include this. Your application should explain your motivation for the role, and how your skills and experience fit the 'about you' section and outline your vision of how you'll succeed in this role. Do mention where you first saw the role advertised and your reason for applying. Early application is encouraged as we may close applications early if suitable candidates are identified.

Please note that only shortlisted candidates will be contacted for further steps in the selection process.

## Hiring Process

Initial phone screening call (30 mins).

## Interviews

1. Interview to assess overall fit and alignment with Origin's company culture. To include:
  - Technical element to understand proficiency in order processing, customer account management including experience in delivering outstanding customer service by phone, email and in-person.
  - Behavioural qualities we are looking for in individuals will be an ability to demonstrate exceptional communication skills, adept at managing multiple tasks in a fast-paced environment, possessing meticulous attention to detail, and someone who can foster a proactive, collaborative, and positive approach to problem-solving and teamwork.

Interviews will be held onsite in Cornwall or remote, depending on location and availability (1-1.5 hours).

Please note that due to the volume of applications we receive, we are not always able to respond directly. If you have not been contacted directly, we regret that you have not been successful in securing a position at the next stage of the process.



# DIVERSITY + INCLUSIVITY

**ORIGIN**

## **Support**

If you have a medical condition or an individual need for an adjustment to our process, and you believe this may affect your ability to be at your best, please let us know so we can talk about how we can best support you and make any adjustments that may be needed.

## **Diversity and inclusivity statement**

Origin Coffee is committed to make inclusivity, diversity, and equity part of everything we do, for our people to feel like they belong and are valued, respected, and supported to succeed.

Origin Coffee has come a long way over the last 18 years—and we're just getting started. As we continue to grow, we value and recognise the importance of building a workforce as diverse and unique as the journeys we take to source exceptional coffee. We take great care to build and nurture relationships with producers, scrutinise the supply chain, and seek innovative ways to craft incredible products, with care—all made possible through the individuals who come together at Origin. We are always reviewing and improving how and what we do, starting from within:

- better representation across our teams.
- support flexible working.
- continuously working towards removing barriers and bias.
- building inclusive teams who represent people from all groups in society.
- building a workplace environment where people are encouraged to speak out against discrimination and unfair treatment in any form.
- supporting all our people to bring their whole and best selves to work.

Coffee Cupping



Barista Championship



Beach Clean in Porthleven



TOM SOBEY, OWNER & FOUNDER OF ORIGIN

“Origin and its people have been on a journey of exploration and collaboration. What we do has changed over the years, but our approach remains the same. Ultimately, it’s about respect – for the people, the process, the coffee, the brewing. We simply focus on making the coffee the best it can be. And we will continue to do this for evermore.”



The Roastery Café, Porthleven



Training Lab, London



COFFEE	
Black Coffee	2.00
Espresso	
Batch Brew	
White Coffee	2.00
Macchiato	
Cortado/Flat	
Flat white	
Latte/Longblack	
Beer Bar	Home
Available	
Cold Brew	2.00
Extra	+0.50
Almond milk	
Coconut	
Oat	
OTHER DRINKS	
Lower half tea	1.50
Hot chocolate	2.00
Mocha/Hot	2.50
Mocha/Ice	2.50
Mocha	2.50
Protein smoothies	From 3.00





THANK YOU

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**ORIGIN**

Find out more  
about Origin

 [origincoffee.co.uk](https://origincoffee.co.uk)

 [@origincoffee](https://twitter.com/origincoffee)

 [@origincoffeeroasters](https://www.instagram.com/origincoffeeroasters)

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