JOB VACANCY: COMMERCIAL SUPPORT SPECIALIST

As a Commercial Support Specialist, you will play a key role within our Commercial team, providing advanced support to all areas of the Commercial function including customer interface, commercial compliance, operations and process optimisation.

LOCATION: Salford and Manchester

WORKING HOURS: 37.5 hours per week, 08:00 - 16:00, Monday to Friday.

SALARY: Up to £30,000 depending on experience.

CONTRACT TYPE: Permanent

KEY RESPONSIBILITIES:

- Manage customer enquiries, progressing opportunities through the commercial pipeline, ensuring we deliver customer excellence at every stage.
- Support commercial negotiations relating to the sale of Polymers and locating offtake routes for process by-products.
- Enter and maintain sales and production orders in our systems, ensuring data integrity and order accuracy.
- Prepare and issue sales documentation, confirmations and requested compliance documentation for polymer customers.
- Liaise with internal teams to ensure customer requirements and delivery commitments are met.
- Maintain comprehensive records for waste outlets and assist with bookings and compliance submissions as needed.
- Oversee the scheduling and booking of polymer transport, collaborating with logistics partners for timely and efficient deliveries.
- Track and update polymer stock movements, ensuring clear records of shipments and inventory levels at our storage site.
- Support operational efficiency by maintaining up-to-date information on transport and stock status.
- Collect, analyse and report on key commercial metrics, producing weekly KPIs and providing actionable insights to the team.
- Collate, review, identify and resolve any discrepancies relating to the data management of S Norton's responsibilities under its AATF and Waste Packaging export accreditations.
- Assume responsibility for generating data reports for a range of stakeholders, including external Regulators and PCSs in line with Regulator timescales.
- Coordinate the collection, maintenance, and submission of commercial compliance documentation.
- Support the preparation and delivery of compliance packs for WEEE and Polymer customers, ensuring all regulatory requirements are met.
- Work closely with colleagues in production, compliance, and logistics to support seamless commercial operations.
- Contribute to cross-functional projects and initiatives aimed at improving business performance and maintaining industry standards.
- Any other duties as assigned by line management.

PERSON SPECIFICATION

- Proven experience in a commercial, data-focused, or operational support role.
- Strong communication skills, with the ability to build effective relationships both internally and externally.
- Advanced analytical and data management abilities, with proficiency in Excel and business systems.
- Highly organised and detail-oriented, able to manage multiple tasks and shifting priorities.
- Commercially minded, proactive and solutions focused.

KEY COMPETENCIES

- Ability to develop strong working relationships with colleagues, customers and business contacts.
- Professional in all aspects of work, including customer and external interactions.
- Excellent time management and organisational skills.
- Able to work under pressure, using initiative to manage multiple tasks.
- Clear and effective communicator in person, in writing and on the phone.
- Strong commercial awareness and understanding of different elements of the business.

ESSENTIAL SKILLS

- Strong communication skills, both verbal and written.
- Expert in data management and business software (e.g., MS Office Excel Super user minimum requirement).
- Excellent organisational skills and attention to detail.
- Ability to handle multiple tasks and prioritise effectively.
- Friendly, approachable, and professional manner, with confidence in customer interactions.

DESIRABLE SKILLS

- Knowledge of and passion for the Recycling industry.
- Knowledge and experience of working with Quality standards such as ISP accreditations.
- Experience in coordinating meetings and managing schedules.

APPLICATIONS:

Please either complete an application form or email your CV and covering letter to:
recruitment@s-norton.com

Alternatively, please post your covering letter and CV to:
HR Department, S Norton, Bankfield House, Regent Road, Liverpool L20 8RQ

POSTED: NOVEMBER 2025.

NO AGENCIES PLEASE.