

between the lines

A multi-award winning Gift and Card retail business with 13 stores across the South East and London, specialising in beautiful gifts for friends, family and the home as well as unique art cards and gift books

Part Time Admin Support (v2 - Sept 2017)

Are you:

- positive, calm
- effective, great at communicating
- genuine & honest
- dedicated & committed
- careful & accurate
- willing & flexible

Do you have:

- integrity
- ambition
- loyalty
- a big sense of team spirit
- the desire to achieve excellence in everything you do

Do you believe in:

- working together with a common purpose
- working in an environment that is happy, busy, uplifting, inspiring
- making a difference
- flying high rather than scraping by

If the above applies to you, come and talk to us about this exciting and varied position that has become available at our Head Office in Chichester.

Our Head Office in Chichester is the central hub of our vibrant and successful retail business and essential to the smooth running of our 13 retail stores.

Admin Support

This position will provide vitally important Admin Support and Data Entry to facilitate the efficient running of the office. Amongst other things you will be working with our Accounting Systems and performing regular spreadsheet updates and carrying out general reporting tasks.

We expect candidates to be fully computer literate, methodical, consistent and hungry to learn, and in return we will provide you with all the necessary training and support.

The Job in more detail

We are looking for an excellent work ethic, a real desire to help and support our head office team, and a willingness to work together with a common purpose.

Responsibilities connected with these positions are time critical and require a high level of accuracy. These positions carry the responsibility of maintaining much of the information contained in our Accounts and Business systems by performing the procedures described below, as well as attending to general office tasks.

This is a permanent position that effectively works together with the rest of the team to perform all required daily and weekly tasks.

Key Results Areas

- Accounts
- General Office
- Charity/Raffle Prizes
- E-commerce

Listed below is a brief overview of what is involved in each Key Result Area. This is not an exhaustive list, and some but not all of the activities are weekly, monthly or occasional tasks.

Accounts/EPOS

A good solid general affinity with accurate number work is absolutely essential.

- Enter credit notes & invoices into Accounts System
- Record till discrepancies
- Enter sales targets into our EPOS system
- Receive monthly branch expenses
- Update the central 'Store Performance vs Target' spreadsheets in the Cashing Up Sheet
- Cross check banking statements
- Matching the Stationery invoices in readiness for payment
- Assist in the printing, vouchering in & filing of Purchase Orders
- Perform various other tasks that may be added over time to ensure our accounting system is accurately maintained

Charity/Raffle Prizes

Raffle

- Handle all incoming Charity requests
- Maintain Charity Gift Voucher/Raffle spreadsheet
- Organise Gifts/Gift Vouchers to be sent to stores

Charity Collection In Store

- Coordinate the monthly receipt of charity money from the collection boxes from each store, complete spreadsheet ready to monitor collection amounts

General Office Duties

- Maintain general paper filing systems
- Order stationery and supplies for Head Office and the Stores (*including Banking Books & Stamps*)
- Maintain and organise the despatch of Branch Requirements (*including Banking Books & Stamps*)
- Collate all daily outgoing Head Office mail and Web Orders ready for the Royal Mail collection
- Open & distribute post
- Distribute all internal mail
- Support the Product Director and the Artistic Designer with the distribution of POS Material to the Stores
- Answer and deal with the telephone calls into Head Office
- Deal with ad hoc admin & HR requests from the Head of Admin/HR and Directors
- Update & investigate daily returns to Head Office Log (RMR Store Collections)

E-Commerce

- Perform Web Store database updates
- Process admin and payment related tasks for our web store
- Take part in providing our web shoppers with customer support
- Entering new stock on our Web Store

You will be required at times to help support on the following tasks when needed:

Accounts/EPOS

- Printing off & filing of invoices
- Checking & matching of invoices
- Stock adjustments

HR

- Creating and distributing New Starter paperwork for our Head Office and Stores (including name badges)
- Maintaining and recording paperwork relating to Holiday and Sickness Records
- Monthly generation of online Time Sheets for all staff
- Inputting Check In and Out times onto timesheets

Warehouse

- Provide support to our Warehouse Team with stock processing and picking orders
- Ensure all orders are accurately checked
- Ensure merchandise meets company standards

Expected Standards

Ideally you will have previous experience in this type of position and possess a good understanding of what makes an office work efficiently whilst maintaining a pleasant atmosphere.

You will have great people skills and be able to communicate well with colleagues of all ages and positions. You are able to show initiative and contribute to the general workflow in the office. Working together with your colleagues is vital and making sure that all daily and weekly tasks are executed and completed efficiently and in a timely manner is essential.

You need to be fully computer literate (Microsoft Windows®) and willing to learn new skills. You must be happy to give a little extra to get the job done, whatever it takes. Flexibility is key to this role as you will need to cover sickness, holidays and be able to support during our extremely busy seasonal trading months which are November and December.

A good solid general affinity with accurate number work is absolutely essential. As is a positive and enthusiastic attitude and willingness to constantly improve your skills. Our company culture is based on teamwork and mutual respect and a good work ethic is expected.

The following software packages are currently in use, prior experience would be beneficial:

Exchequer Accounting Software
YourCegid CBR Epos platform
Sellerdeck Ecommerce Platform

Google Apps for Business
Microsoft Office

Hours of Employment

Your working hours will be a minimum of 25 hours per week. Extra hours over and above your regular hours of employment will be required from time to time to cover your colleague's holidays, sickness and during our busy seasonal trading peaks. Your weekly working pattern is:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs
09:00 - 14:00	12:30 - 17:30	09:00 - 14:00	12:30 - 17:30	09:00 - 14:00	OFF	OFF	25

Please note that NO holidays are permitted in November and December during our incredibly busy trading months. The equivalent of one weeks holiday is permitted between 1st September and 31st October. Holidays must not be taken at the same time as your colleagues as it is vital that daily tasks are implemented at all times.

Remuneration

£7.80 per hour

- 25% Staff Discount
- Paid holiday entitlement of 5.6 weeks (incl. Bank Holidays)
- Free parking on-site

Please note Between The Lines operates a strict no smoking or vaping policy, full policy details can be available on request.

For further information please email Amanda Smart at amanda@between.co.uk