

# between the lines

*A multi-award winning Gift and Card retail business with 14 stores across the South East, specialising in beautiful gifts for friends, family and the home as well as unique art cards and gift books*

## Part Time Data Entry / Admin Support

### 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 14 retail stores.

**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 Jobs 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 this position are time critical and require a high level of accuracy. This position carries 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

- General Office
- Accounts
- 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.*

## General Office Duties

- Maintain general paper filing systems
- Order stationery and supplies for Head Office and our Stores
- Maintain and organise the despatch of Branch Requirements
- Collate all daily outgoing Head Office mail ready for Royal Mail collection
- Open and distribute all incoming mail
- Answer all incoming calls
- Update and investigate daily returns from RMR to Head Office
- Deal with ad hoc admin requests from our Head of Admin and Directors
- Assist HR with various administrative tasks

## Accounts

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

- Basic data entry into Accounts System
  - Stock invoices
  - Credit notes
- Record till discrepancies
- Enter sales targets into our EPOS system
- Cross check banking statements
- Receive monthly branch expenses
- Perform various other tasks that may be added over time to ensure our accounting system is accurately maintained

## Charity/Raffle Prizes

- Handle all incoming Charity requests
- Maintain Charity Gift/Raffle spreadsheet
- Organise Gifts to be sent to stores for collection
- Coordinate the monthly receipt of charity money from the collection boxes from each store, complete spreadsheet ready to monitor collection amounts

## E-Commerce

With the launch of our new online store coming soon the following tasks will also need to be performed

- Process orders and payments for our online store
- Provide our online shoppers with customer support when needed

## Accounts/EPOS

Working within our Cegid/EPOS System you will be required to assist with the following tasks when needed.

- Vouchering - receiving stock onto the system in line with Purchase Orders
- Checking and Matching Invoices

## Warehouse

Working within our Warehouse Team you will be required to assist with the following tasks when needed.

- 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

Google Suite 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 week's holiday is permitted between 1st September and 31st October. Holiday must not be taken at the same time as colleagues, it is vital that daily tasks are implemented at all times.

## Remuneration

**£7.80 - £8.75 per hour** *(dependent on experience)*

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