

## OFFICE MANAGER

Reporting to: General Manager



### Overview:

This is a rare opportunity for a hands-on administrator to ensure the smooth and effective management of the office activities within our award-winning food hall in the heart of Cornwall. Playing a key role within a great friendly team, the job-holder will work with the other section leaders and managers to help maintain and develop the overall success of the store.

The Great Cornish Food Store celebrates the county's awesome reputation for food by selling entirely local produce and sets high quality and service standards while offering incredible value for money to our customers. We are also an employee-owned business, meaning that, as well as being a great place to work, all employees get a say in what the business stands for and are rewarded for their efforts with a share in the profits.

### The role includes:

- Creating and maintaining records and databases in accordance with company protocols and data protection legislation, producing accurate reports as required to ensure appropriate and consistent data is available to the management team.
- Management of our EPOS back office system, entering and amending data using efficient, logical and accurate methods, resolving problems and discrepancies as necessary and training colleagues to ensure consistent procedures are being used throughout the business.
- Managing office and other supplies, including stationery, packaging, cleaning and housekeeping materials; ordering to ensure best value and an uninterrupted supply of essential items.
- Dealing with enquiries by telephone, mail or email, ensuring customer/supplier relations and service levels are first-class; resolving issues swiftly and professionally.
- Producing point of sale materials and signage, assisting with materials and concepts for seasonal displays.
- Conducting regular health and safety monitoring checks.
- Liaising with contractors – scheduling reviews and service visits, etc.
- Assisting with ordering and some of the regular bookkeeping and marketing tasks as necessary, for example providing cover in the absence of finance and marketing colleagues.
- Being aware of the potential for theft and fraud and minimising risk using the resources available as effectively as possible and ensuring the correct procedures are in place and monitored. Managing and reporting any incidents appropriately.
- Working with the other members of the senior team to devise processes and procedures for implementation of all the above tasks, to ensure consistent service levels, safe working practices, effective security measures and compliance with relevant legal requirements across all departments.
- Maintaining accurate records for all the above tasks as appropriate, ensuring sensitive information remains confidential and is retained securely.

## Key qualities and experience required for the job:

- A friendly and engaging personality, with excellent communication skills; articulate, professional and sensitive, verbally and in writing.
- Experience of business administration, preferably in a retail environment and with a relevant qualification, with sharp commercial awareness and excellent numeracy.
- Strong organisational skills with a keen eye for detail and accuracy in all tasks.
- An aptitude for optimising technology, with knowledge and experience of Microsoft Office applications. Knowledge and experience of EPOS back office systems and graphic design/image management software would be an advantage.
- A proactive and pragmatic approach that seeks out responsibility, loves challenges, explores possibilities and finds solutions.
- Experience of working as part of a team at a fast pace and coping effectively under pressure.

## What the right candidate can expect from the job:

- The opportunity to work for a dynamic Cornish brand and to be a key part of the development of a pioneering, interesting business.
- The opportunity to work among a strong, friendly and committed team, with excellent products and loyal customers.
- A permanent year-round contract for regular hours.
- Fast-paced, varied and rewarding work in an environment where no two days are ever the same.
- The chance to contribute ideas within a nimble, fast-growing enterprise.
- The chance to hone and extend a variety of skills and responsibilities to progress a career.

## Hours and benefits:

- This is a full time permanent role of 40 hours a week.
- The office hours are generally rota'd between 8am and 5pm and are mainly Monday to Friday. However, as we are a 7 days a week business, some weekend working is required on a rota basis to maintain office cover.
- As a senior member of the team, the role also includes duty manager and keyholder responsibilities, which involve opening/closing the store and therefore arriving at 7.30am or leaving at 6.30pm. We are also open on some of the Bank Holidays. These responsibilities are also shared on a rota basis.
- It is possible in some weeks to complete full time hours over 4 days.
- Extremely generous staff discount.
- Profit share, subject to a qualifying period.
- Free on-site parking.
- Uniform.
- Salary £26k - £29k, dependent on skills and experience. PROFIT SHARE IS ADDITIONAL.

## What to do next:

If you think you have the right skills and qualities and would like to apply, please complete an application form, available from the store or downloadable [here](#).

Return the completed form to: [jobs@greatcornishfood.co.uk](mailto:jobs@greatcornishfood.co.uk) along with an up to date CV of no more than two sides of A4.